DETAILED FINDINGS

Making Comparisons, 1998 to 2000

Throughout this report the findings of the current 2000 survey are compared to the findings of the 1998 and 1999 surveys. Whenever the questions match, year-to-year statistical analyses have been performed to determine if there is a real (i.e., statistically significant at 95% level of probability) difference in the responses.

If a real difference is found, it is noted under the heading of "Significant Findings."

There are several guidelines to keep in mind as the reader looks at the figures and accompanying text in this report:

- Only statistically significant differences are noted. If there is no mention of a difference, the year-to-year results are statistically the same.

- It may sometimes appear that large differences exist between the percentages of the two years. Statistical testing, however, takes into account that many of the percentage bases (i.e., the numbers of respondents who were asked the questions) are relatively small. The smaller the question base, the larger a difference must be to show statistical difference, as illustrated below:

Sample Size (Base of respondents asked the question)	Percentage Point Difference Required to Demonstrate Significant Change at P $\geq$95% *
Under 100	Minimum of 20
100-149	16-20
150-199	14-16
200-249	12-14
250-299	11-12
300-349	10-11
350-399	9.8-10.4
400-430	9.4-10.4

**These percentage points apply to the sample size when the response to any question is 50%. When the response is higher or lower than 50% of the sample, the expected margin of error is less.*

- Some questions may have been asked of a particularly small number of respondents, for example, some of the questions asked of clients of the Personal Services Contracting Group. Small question “bases” occur because of a combined effect of (1) the logic of the questionnaire and (2) a small number of respondents who actually reported having contact with a workgroup in Question 6. All respondents were asked Question 6–“Which of these product and service areas have you had contact with in the last 12 months?” Multiple responses were permitted. If a respondent had contact with only one workgroup, the respondent was asked a battery of questions in a later section that pertained solely to that workgroup. If a respondent reported using two or more workgroups, the respondent was then randomly assigned to respond to a battery of questions pertaining to **one** of the randomly selected workgroups named. If one of the randomly selected workgroups had fewer members from which to draw selections to begin with (for example, Personal Services Contracting) *and* someone who had named it *also* named another workgroup, the workgroup having fewer beginning responses to begin with would end up with a smaller base than other workgroups.

- Three survey points are being examined in this report–1998, 1999 and 2000. While having three points of observation does allow some discussion about potential opinion trends, it should be evident that having more points can only improve the plausibility of the conclusions drawn. This is because multiple measurements provide a better basis to determine whether one area of customer service is likely tracking upwards, downwards or remaining stable.

Nature of Contact with OFM

The 1998 baseline study revealed that OFM customers do not necessarily think of OFM as a single agency and can best rate only the division or group with which they work. Respondents in the 1999 survey and in this 2000 poll were again asked which of five OFM product and service areas they had contact with in the past 12 months so that they could appropriately evaluate the agency. These responses are shown in Table 3.

Significant Findings (Table 3)

- Significantly fewer customers said they had contact with the Accounting Division in 2000 than in either 1998 (35% versus 43%) or in 1999 (35% versus 42%).

- Significantly more OFM customers reported contact with the Budget Division in 2000 (44%) than in 1998 (37%).

- Significantly fewer customers said they had contact with Population and Forecasting in 1999 than in 1998 (21% versus 32%). This situation was reversed in 2000 when significantly more said they had contact with Population and Forecasting than in 1999 (30% versus 21%).

- Non-managers differed significantly from years past: significantly fewer reported contact with the Accounting Division this year than in 1998 (32% versus 40%), and significantly more reported contact with Population and Forecasting in 2000 (32%) than in 1999 (22%).

Table 3 **Reported Contact with OFM**									
	Weighted Total			Non-Managers			Managers		
	1998 (407)	1999 (430)	2000 (407)	1998 (300)	1999 (329)	2000 (305)	1998 (107)	1999 (101)	2000 (102)
Financial Systems	49%	54%	53%	47%	51%	51%	76%	75%	68
Accounting Division	43	42	35	40	39	32	74	71	64
Budget Division	37	39	44	33	35	40	75	79	81
Population and Forecasting	32	21	30	33	22	32	17	9	14
Personal Services Contracting	15	15	17	13	14	15	31	27	28
Q6: Which of these OFM product and service areas have you had contact with in the past 12 months?									

Experience with OFM

The survey asked customers of each workgroup to rate several aspects of their experience. The following portion of the report provides a summary of those experiences and is divided into sections by workgroup of contact.

1. Budget Division

A series of questions asked all of the 205 customers who had contact with the Budget Division to respond to three overall aspects of that Division's service. Their responses to these questions are shown in Figure 1, along with responses from customers that were obtained in the 1998 and 1999 studies.

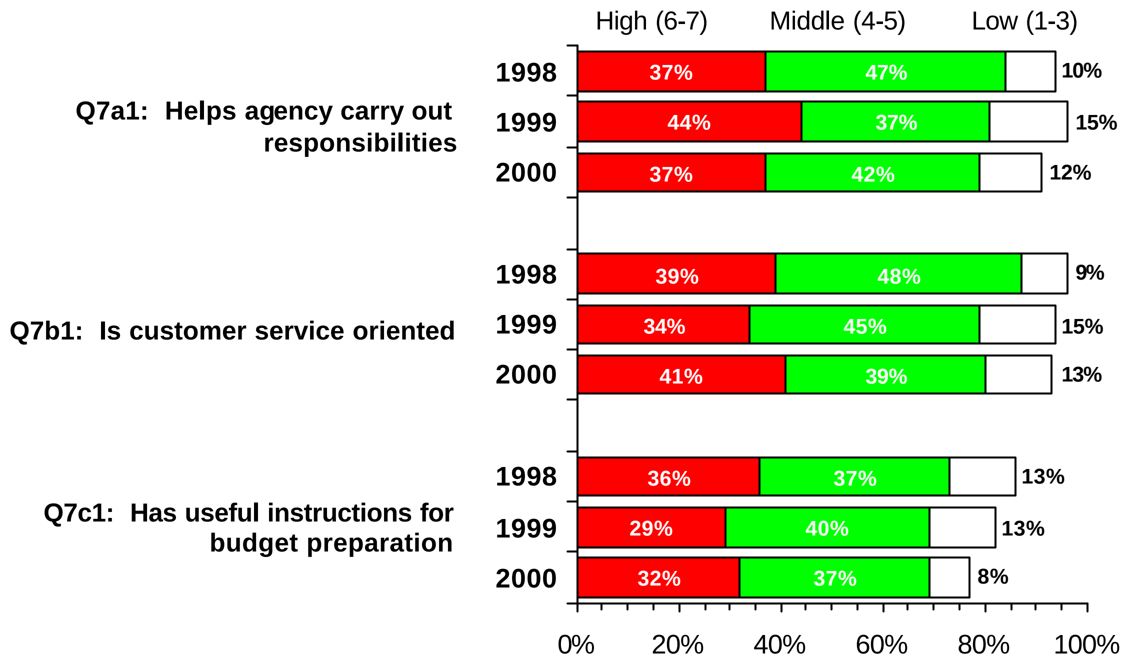
Significant Findings (Figure 1)

- There were no statistically significant differences between the 2000 ratings and either of the previous years. This is consistent with the results reported in the 1999 findings. However, with regard to instructions for budget preparation, significantly more customers in 2000 were likely to say "don't know" or "does not apply" than in 1998.

- With the exception of ratings for budget preparation instructions (where significantly more non-managers than managers did not give an opinion - 25% versus 13%), the ratings given by the year 2000 managers did not differ from those of the year 2000 non-managers. In comparison, 1999 managers were significantly more likely (41%) than non-managers (27%) to rate the Division highly for having useful budget preparation instructions.

Figure 1
OFM Budget Division – Overall

% of Ratings on 7-Point Scale



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply responses.

1998 weighted total of 183 responses.
1999 weighted total of 191 responses.
2000 weighted total of 205 responses.

Q7a1-Q7c1: Rate the OFM Budget Division on several attributes based on your experiences with them in the last twelve months. Please use a 7-point scale where 1 is the low or bottom of the scale, and 7 is high or the top of the scale. Would you say 1 – not at all well, 7 – extremely well, or some number in between? (See Appendix 1 for individual question text.)

Budget Division customers were also asked about their interaction with the Budget Division staff. A randomly selected group of 84 budget customers answered these questions and their responses are shown in Figure 2.

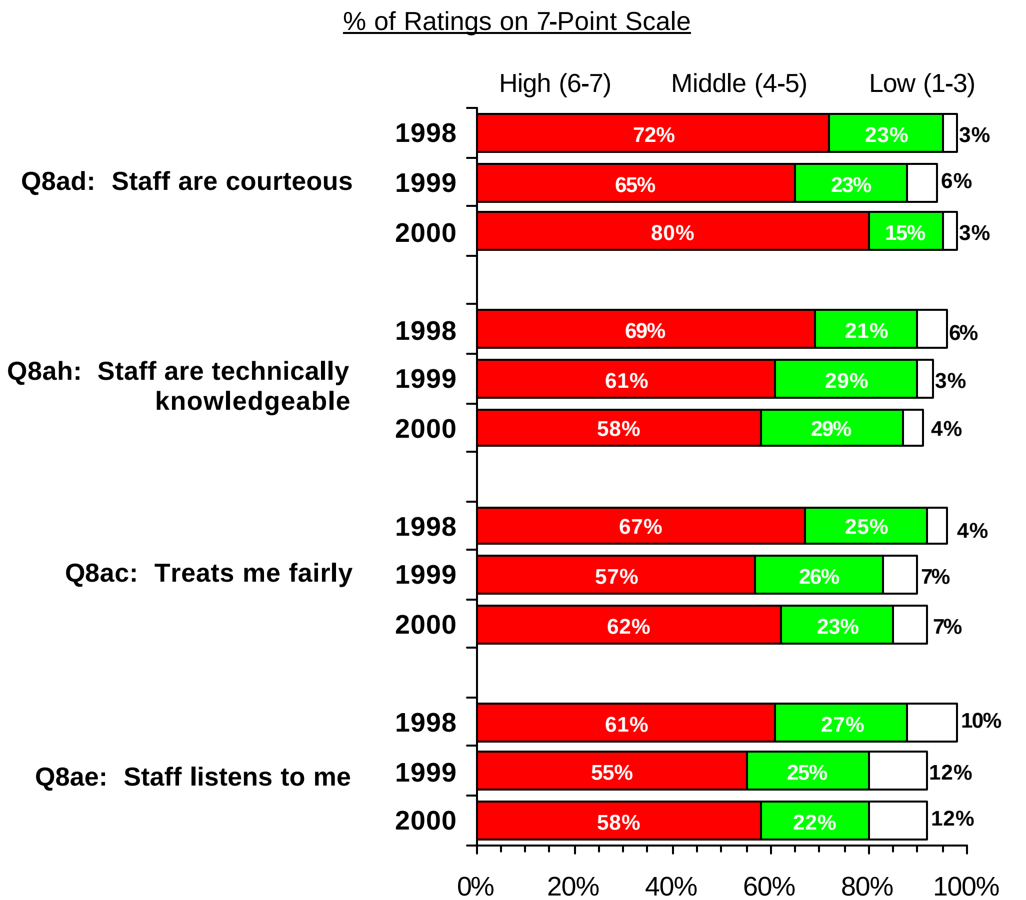
Significant Findings (Figure 2)

- In this year's survey significantly more Budget Division customers said the staff are courteous (80%) than in 1999 (65%).

- Significantly more customers in the 2000 survey said the Budget Division staff are responsive than in the 1999 survey (61% versus 46%).

Figure 2

OFM Budget Division – Decisions Process and Staff



Note: Difference between the end of the bar and 100% is the proportion of “don’t know/doesn’t apply responses.

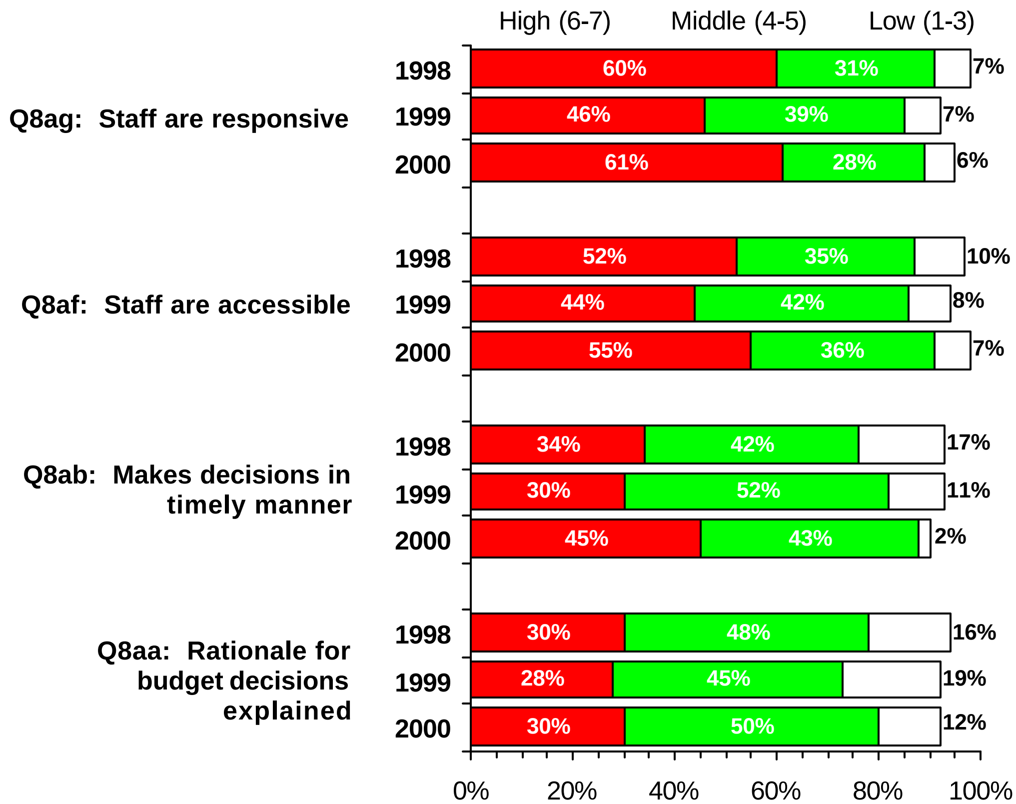
1998 weighted total of 80 responses.
1999 weighted total of 98 responses.
2000 weighted total of 84 responses.

Q8aa-Q8ah: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Budget Division. A 1 means you do not agree al all and a 7 mean you completely agree. (See Appendix 1 for individual question text.)

Figure 2 (continued)

OFM Budget Division – Decisions Process and Staff

<u>% of Ratings on 7-Point Scale</u>



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply responses.

1998 weighted total of 80 responses.
1999 weighted total of 98 responses.
2000 weighted total of 84 responses.

Q8aa-Q8ah: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Budget Division. A 1 means you do not agree al all and a 7 mean you completely agree. (See Appendix 1 for individual question text.)

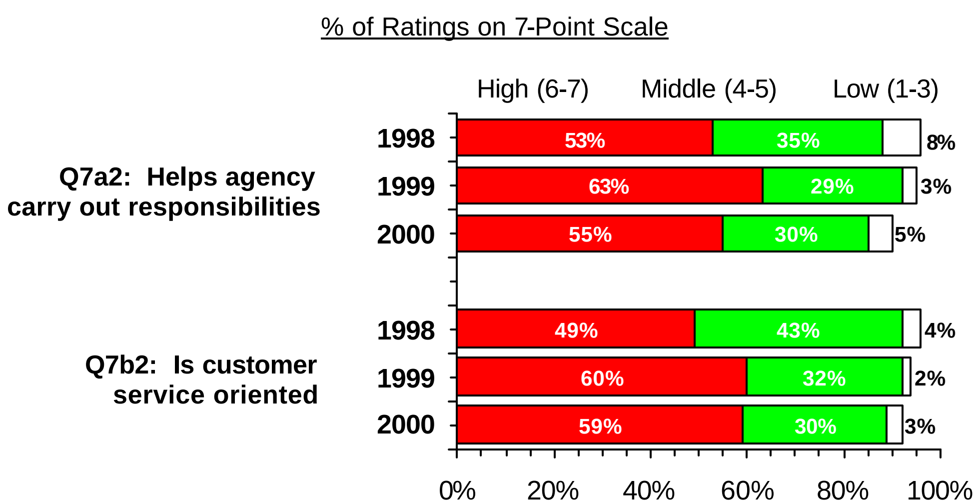
2. Statewide Accounting Consultants Group

The 163 customers who reported having contact with the OFM Accounting Consultants Group were asked to give ratings of the overall service they had received. These ratings are displayed in Figure 3, along with customer ratings obtained in 1998 and 1999.

Significant Findings (Figure 3)

- No significant differences were noted between the ratings given by customers in 2000 and the ratings given in previous years. This can be compared to the 1999 survey when significantly more 1999 customers gave high ratings to *both* the help given by the consultants, and the customer service orientation.

Figure 3
OFM Accounting Consultants Group – Overall



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 200 responses
1999 weighted total of 210 responses
2000 weighted total of 163 responses

Q7a2: How well does the OFM accounting Consultants Group help your agency/organization succeed in carrying out its responsibilities? Would you say 1, not at all well; 7 extremely well; or some number in between?
Q7b2: Overall, to what extent is the OFM Accounting Consultants Group customer service oriented? Would you say 1, not at all customer service oriented; 7 extremely customer service oriented; or some number in between?

A randomly selected group of 79customers was asked to rate their level of agreement with a series of statements about the Accounting Consultants' decision process and staff. Their responses appear in Figure 4.

<u>Significant Findings (Figure 4)</u>

- Overall, customer satisfaction with both the staff and decision process (measured by agreement with each performance statement) continues to show a dramatic increase over the 1998 mark. The following are items that once again show significant increases in agreement over the 1998 ratings:
    - Accessibility (+20% in 2000; +18% in 1999)
    - Timely decision-making (+20% in 2000; +16% in 1999)
    - Technical knowledge (+18% in 2000; +13% in 1999)
    - Staff responsiveness (+18% in 2000; +19% in 1999)
    - Courtesy (+14% in 2000; +16% in 1999)

- There were significantly more customers who said they could be involved with Accounting Consultants' decisions that affect their jobs this year (37%) than in either 1999 (16%) or 1998 (14%).

- The percentage of middle ratings (scores of 4 or 5) decreased significantly for two customer service measures: staff accessibility (28% in 2000 versus 43% in 1998) and involvement in decisions (25% in 2000 versus 46% in 1999).

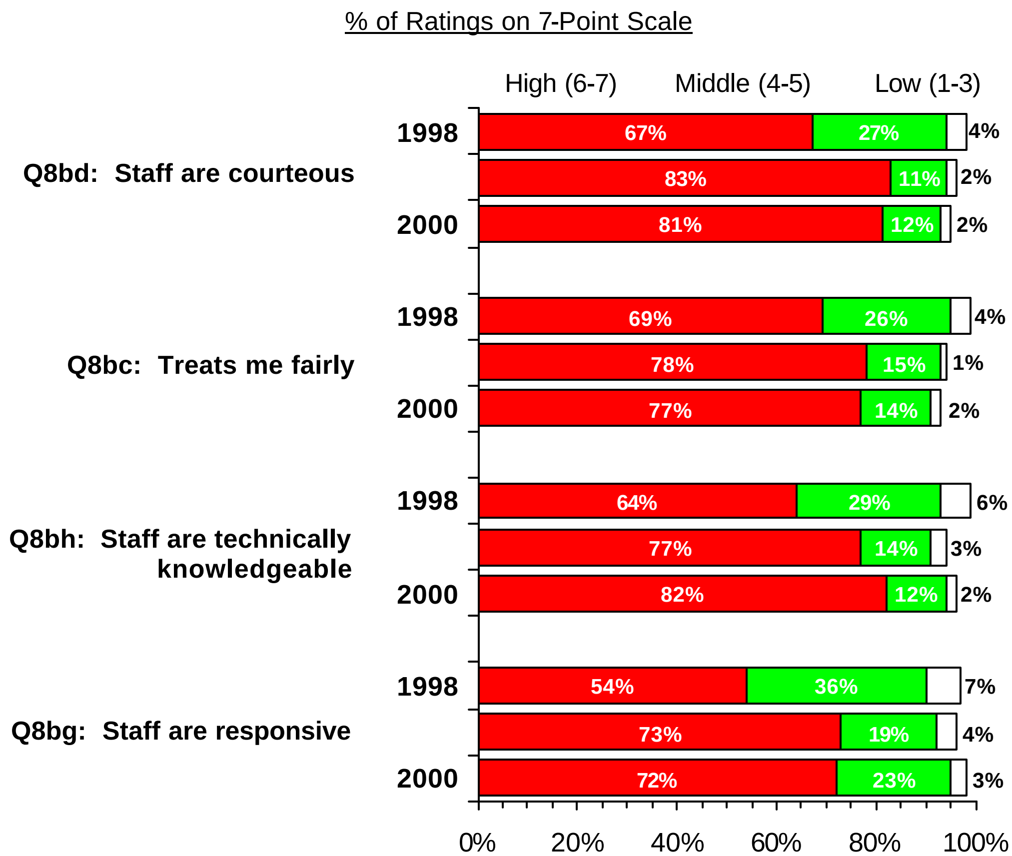
- Low ratings for involvement in job-affecting decisions decreased significantly from the 1998 baseline ratings (down 17% in 2000). Low ratings for this attribute also showed a significant decrease in 1999 (down 21%).

- Year 2000 non-managers rated Accounting Consultants significantly higher than 1999 non-managers for involvement in decisions (35% agreement versus 15%). This sole significant difference can be compared with the four significant differences found between the 1998 and 1999 non-managers as shown below.

	1998	1999
o Staff courtesy (+18%)	65%	83%
o Responsiveness (+21%)	52	73
o Accessibility (+20%)	39	59
o Timely decision-making (+17%)	24	41

Figure 4

OFM Accounting Consultants Group – Decisions Process and Staff



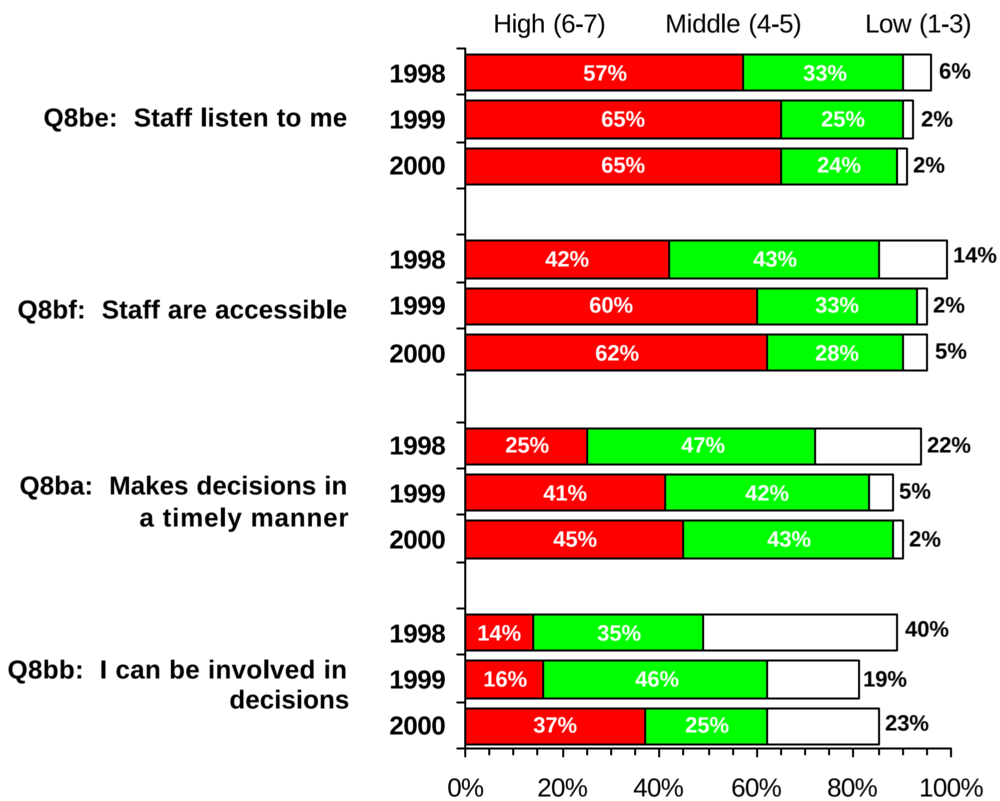
Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 92 responses
1999 weighted total of 109 responses
2000 weighted total of 79 responses

Q8ba-Q8bh: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Accounting Consultants Group. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual question text.)

Figure 4 (continued)
OFM Accounting Consultants Group – Decisions Process and Staff

% of Ratings on 7-Point Scale



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 92 responses
1999 weighted total of 109 responses
2000 weighted total of 79 responses

Q8ba-Q8bh: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Accounting Consultants Group. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual question text.)

When asked what additional products and services the Accounting Consultants Group could provide, the top suggestions were those shown below:

- More or better staffing (10%)
- More or better training (6%)
- More help or interaction (5%)
- Internet data (3%)
- Improvements to the accounting system (e.g., greater accessibility) – (3%)

Compared to 1999, customers made frequent remarks about staffing and rare comments about accounting system updates. Generally, their comments indicate there is some need to have greater interaction overall with the Accounting Consultants. All of these comments are shown in Appendix 2.

3. OFM Other than Budget or Accounting

In order to rate areas of OFM other than Budget or Accounting on decision-making and customer service issues, two questions were asked of everyone who had any contact with the other areas. For those who had already rated Budget and/or Accounting, they were asked to rate OFM other than the two divisions already rated. For those who had not rated Budget or Accounting, they were asked to rate OFM, overall. These rating questions were asked of 360 customers and their responses are shown in Figure 5.

Significant Findings (Figure 5)

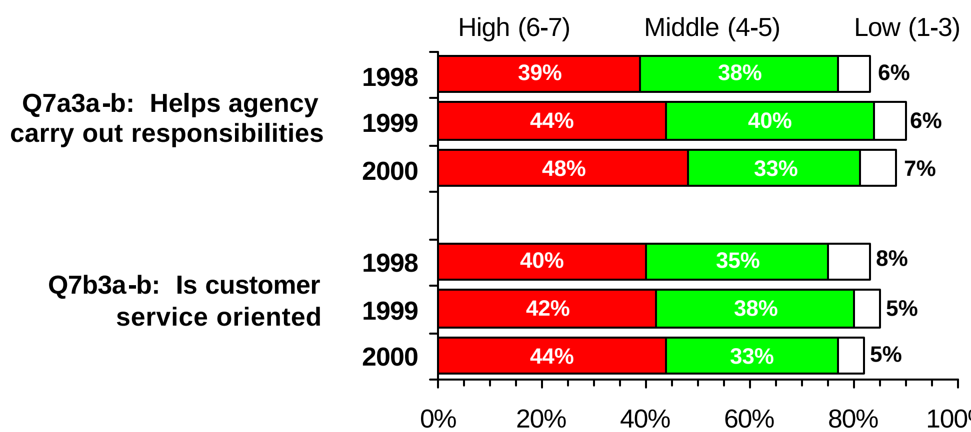
- Year 2000 customers were significantly more likely to agree that OFM (other than Budget or Accounting) helps their agencies carry out responsibilities than were 1998 customers (48% versus 39%).

- Both year 2000 managers and year 2000 non-managers were significantly more likely than their 1998 counterparts to give OFM high ratings on its help with agency responsibilities:

  - Year 2000 managers (40%) compared to 1998 managers (20%)
  - Year 2000 non-managers (49%) versus 1998 non-managers (40%)

Figure 5
OFM Other Than Budget or Accounting

% of Ratings on 7-Point Scale



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 339 responses
1999 weighted total of 350 responses
2000 weighted total of 360 responses

Q7a3a-b: (Other than Budget or Accounting) Overall, how well does the OFM help your agency/organization succeed in carrying out its responsibilities? Would you say 1, not at all well; 7, extremely well; or some number in between?
Q7b3a-b: (Other than Budget or Accounting) Overall, to what extent is the OFM customer oriented? Would you say 1, not at all customer service oriented; 7, extremely customer service oriented; or some number in between?

4. Personal Services Contracting Group

Figure 6 displays customer ratings of eight items of performance by which the Personal Services Contracting Group was measured.

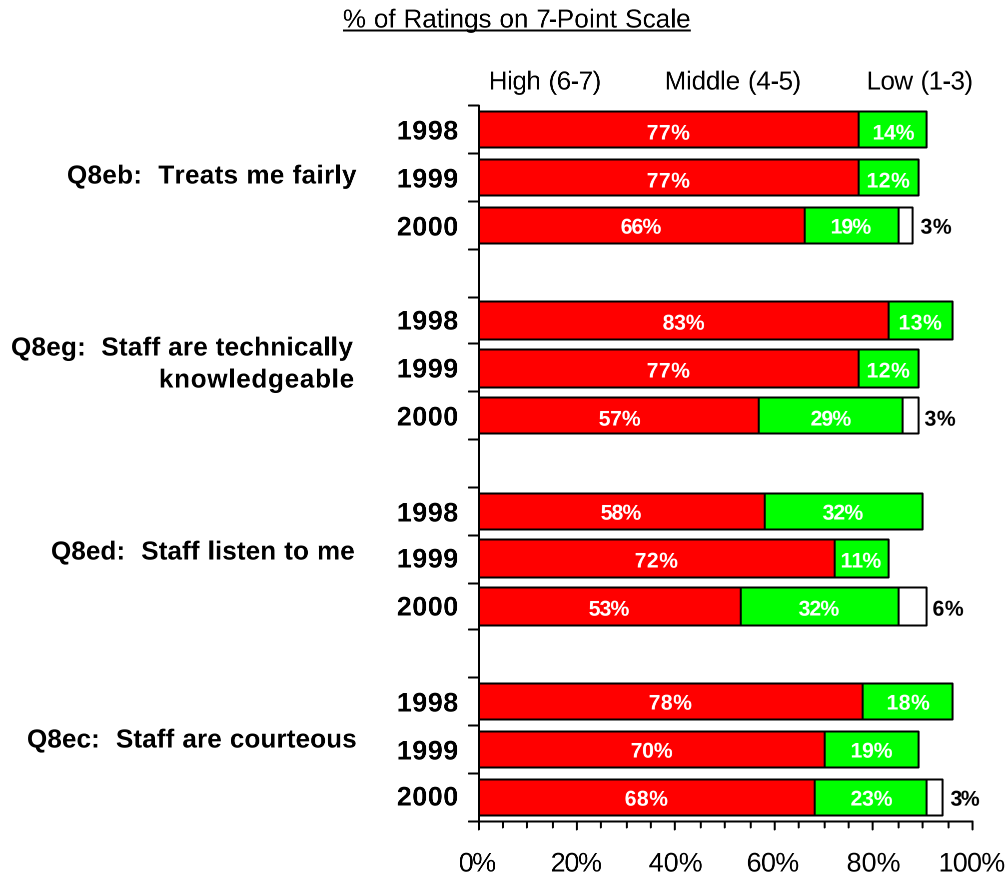
All customers who had contact with the group (76 respondents) rated its performance for one variable - meeting their needs, but a smaller, random selection of customers (23 respondents) rated performance for seven additional items. Interpreting the results of the ratings for these additional items should be approached cautiously because of the small sample size (please see "Making Comparisons, 1998 to 2000," p. 18). High ratings given for these additional items appear lower than in previous waves. This may be a function of small sample size. It is noteworthy that some stability in opinion can be detected in the ratings obtained for the one item rated by *all* the customers who had contact with Personal Services Contracting - meeting customer needs. The percentage point changes in the ratings for this item, this year, are noticeably less changed (+3% over 1999 and +1% over 1998) than are the percentage point changes in the ratings for all other items rated by the smaller subgroup.

<u>Significant Findings (Figure 6)</u>

- No significant differences were noted between the 2000 results and those of either of the previous waves.

When asked what additional products or services the Personal Services Contracting Group could provide that would be useful, customers most often said "more information/quicker information" (9% of total comments). All the comments are shown in Appendix 2.

Figure 6
OFM Personal Services Contracting Group

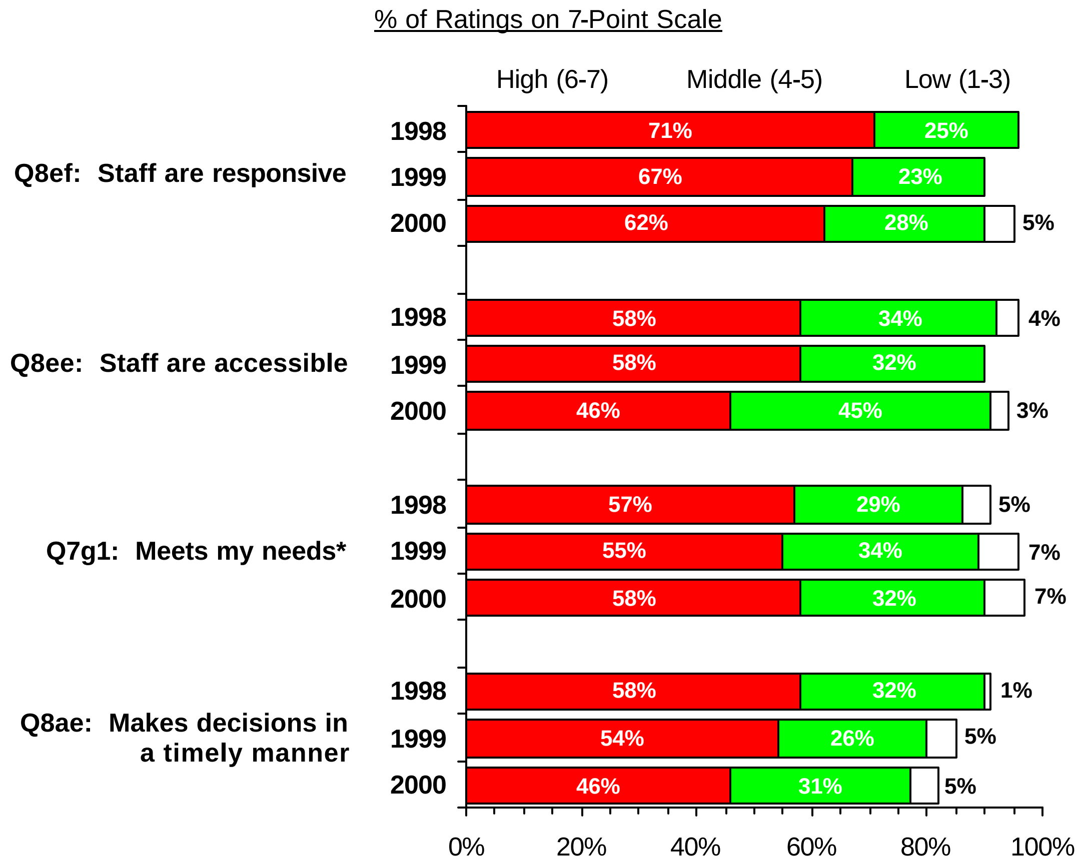


Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 30 responses
1999 weighted total of 23 responses **(Interpret with caution: small sample size.)**
2000 weighted total of 23 responses **(Interpret with caution: small sample size.)**

Q8ea-Q8eg: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Personal Services Contracting Group. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual question text.)

Figure 6 (continued)
OFM Personal Services Contracting Services



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 30 responses
1999 weighted total of 23 responses **(Interpret with caution: small sample size.)**
2000 weighted total of 23 responses **(Interpret with caution: small sample size.)**

* Asked of all 76 customers in 2000 who had contact with Personal Services Contracting Group. All other questions were asked of a randomly selected sub-set of 23 customers who had contact.

Q7g1: How well does the Personal Services Contracting Group meet your needs? Would you say 1, not at all well; 7, extremely well; or some number in between?
Q8ea-Q8eg: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Personal Services Contracting Group. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual question text.)

5. Population and Forecasting Group

The 110 customers who reported having contact with the OFM Population and Forecasting Group were asked to give ratings of the overall service they had received. These ratings are displayed in Figure 7, along with customer ratings obtained in 1999 and 1998.

Significant Findings (Figure 7)

- Two significant differences were noted between the 2000 and 1998 ratings. Both occurred in the middle ratings (scores of 4 or 5):

    - There was a significant decrease in 2000 in the proportion of respondents who gave staff responsiveness a middle rating (12%) in comparison to 1998 (28%).

    - Middle ratings for staff accessibility also decreased significantly in 2000 (14%) from 1998 (33%).

Asked what additional products or information the Population and Forecasting Group might provide to them, customers most often gave these replies:

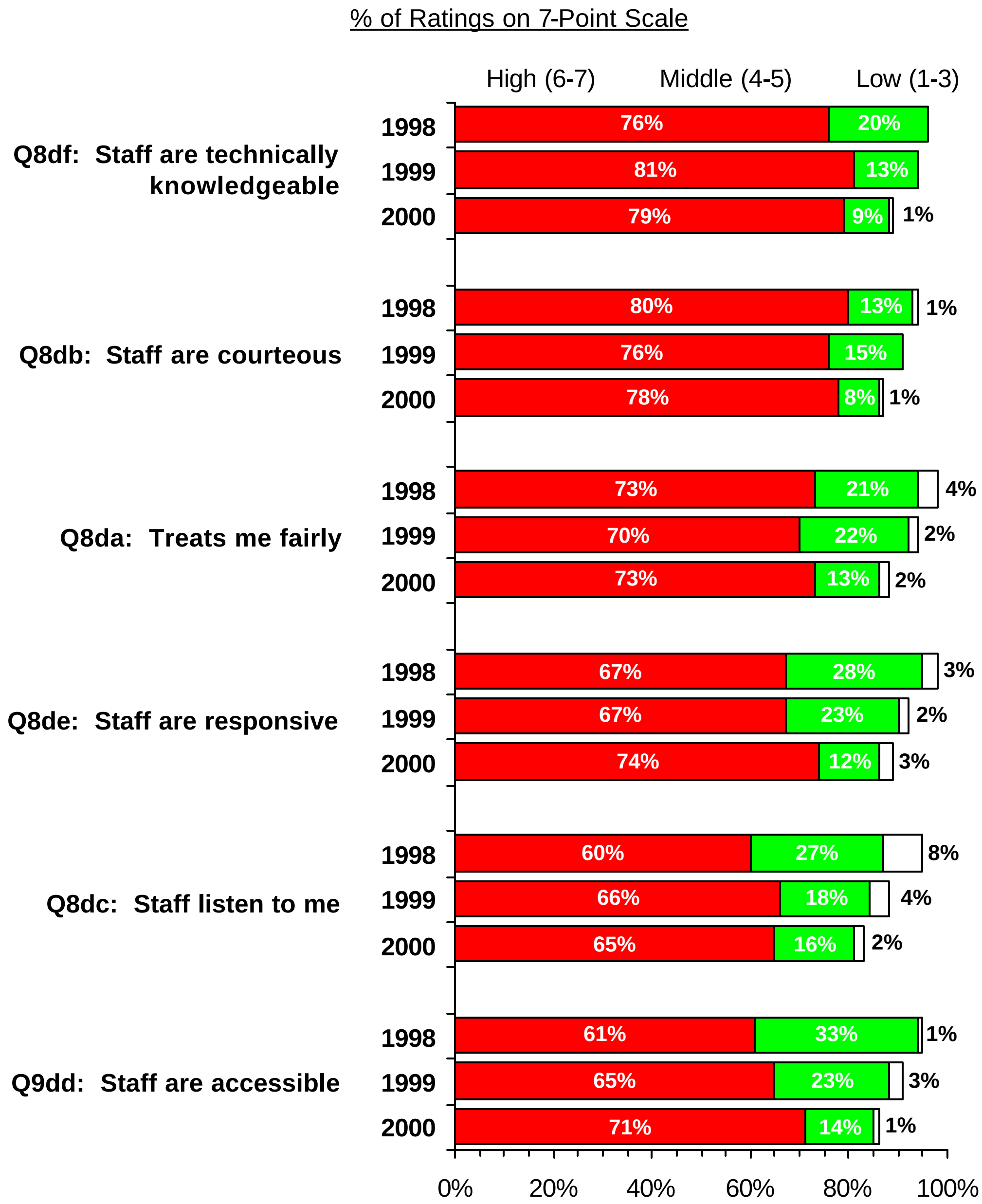
- More detail/specific forecasting with demographics and other sub-groups (7%)
- More detail/specific forecasting geographically (7%)

These differ somewhat from responses given in 1999 and 1998 when customers mentioned that they wanted more frequent population updates (9%) and more background on how projections are derived (8%).

See Appendix 2 for the full text of all comments.

Figure 7

OFM Population and Forecasting group



Note: Difference between the end of the bar and 100% is the proportion of “don’t know/doesn’t apply” responses.

1998 weighted total of 92 responses
1999 weighted total of 68 responses
2000 weighted total of 110 responses

Q8da-Q8df: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Population and forecasting Group. A 1 means you do not agree at all and a 7 mean you completely agree. (See Appendix 1 for individual question text.)

6. Statewide Financial Systems Group

Financial Systems Group customers were asked to rate how well the unit performed on certain measures. For one of these measures, (rating how well the unit equips customers with the tools needed to do the job) all 224 customers who had contact with the unit were questioned. For the remaining 6 measures, a randomly-selected sub-group of 116 customers was questioned. The results are tabled in Figure 8.

<u>Significant Findings (Figure 8)</u>

- Year 2000 customers gave significantly fewer high ratings for staff listening than in they did in 1999 (46% versus 63%).

- Year 2000 customers gave proportionately fewer high ratings for staff technical knowledge than customers gave in 1999 (60% versus 74%).

- As in 1999, year 2000 customers again gave significantly more high ratings for being given the tools to get the job done than customers gave in 1998 (47% versus 35%).

- Year 2000 customers were significantly more likely to say “don’t know” or “does not apply” when asked to rate involvement in decisions than 1998 customers (19% versus 9%).

- Year 2000 non-managers differed significantly from 1999 non-managers in the following ways:

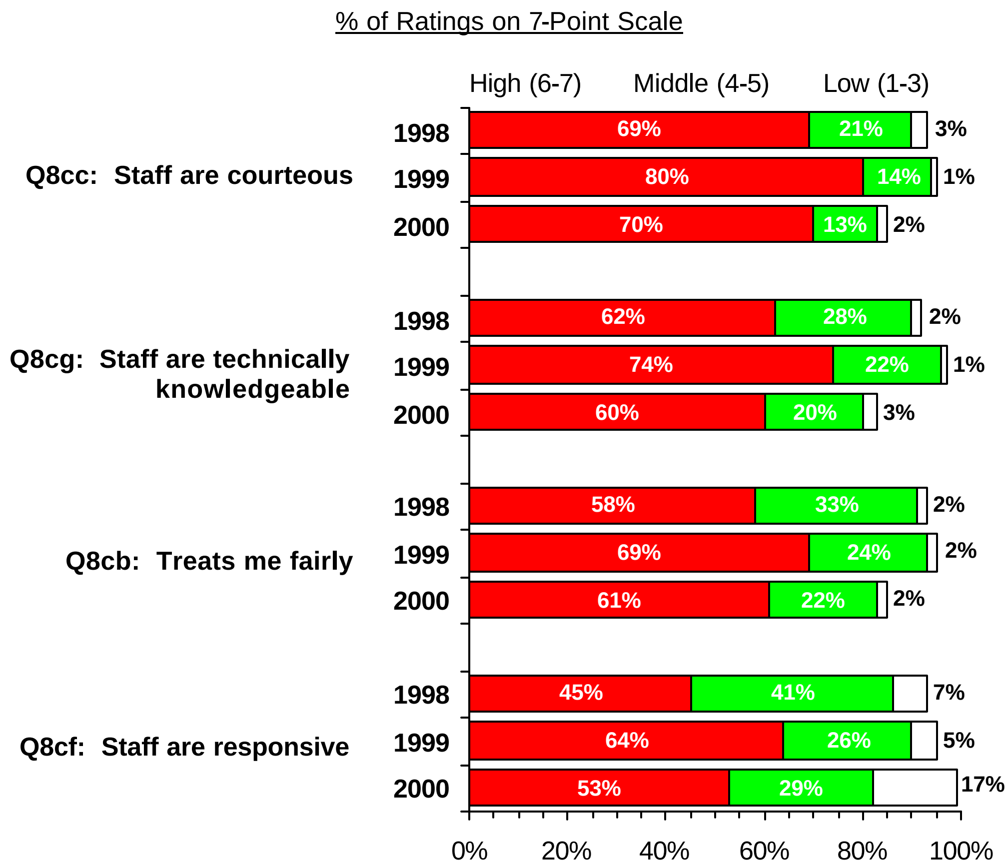
    - They gave proportionately fewer high ratings for staff listening (44% versus 63%)

    - They gave proportionately fewer high ratings for staff technical knowledge (59% versus 74%)

These results can be compared to 1999 findings when customers gave significantly higher ratings than they gave in 1998 to the following performance measures:

- Staff responsiveness (+19%)
- Staff listening (+15%)
- Involvement in decisions (+12%)
- Equipping with tools needed to do the job (+10%)

Figure 8
OFM Financial Systems Group

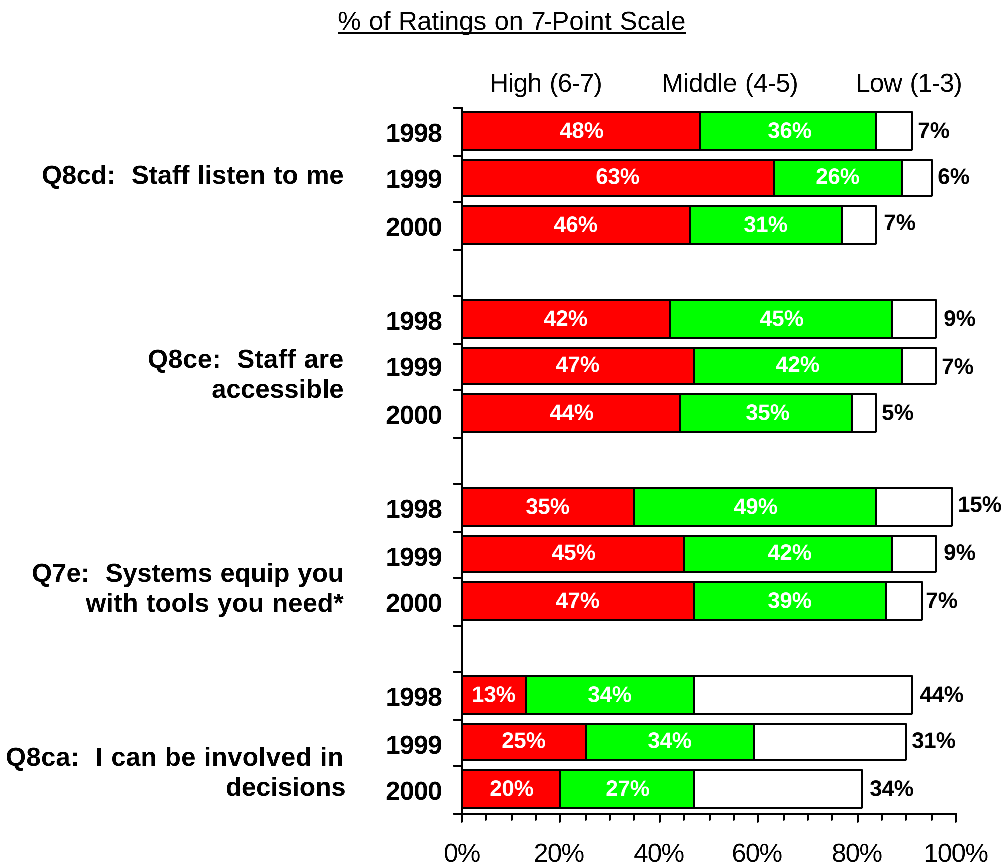


Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply responses.

1998 weighted total of 111 responses.
1999 weighted total of 116 responses.
2000 weighted total of 116 responses.

Q8ca-8cg: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Financial Systems Unit. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual questions text.)

Figure 8 (continued)
OFM Financial Systems Group



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply responses.

1998 weighted total of 111 responses.
1999 weighted total of 116 responses.
2000 weighted total of 116 responses.

* Asked of all 224 customers in 2000 who had contact with Financial Systems Group. All other questions were asked of a randomly selected sub-set of 116 customers who had contact.

Q7e: How well do OFM Financial Systems equip you with the tools you need to do your job? Would you say 1, not at all well; 7, extremely well; or some number in between?
Q8ca-8cg: For these next questions, please use a 7-point scale to evaluate your [interaction] with the OFM Financial Systems Unit. A 1 means you do not agree at all and a 7 means you completely agree. (See Appendix 1 for individual questions text.)

7. Executive Level

A brief series of questions were asked of 102 Cabinet agency directors, deputy directors, and other executives. These questions were repeated from the 1999 survey. The responses to four of these questions are presented in Figure 9.

Significant Findings (Figure 9)

- The 2000 survey responses did not significantly differ from the 1999 responses.

Observations (Figure 9)

- As was the case in 1999, all of the executive-level respondents had an opinion on OFM's commitment to helping the agency succeed. Approximately the same proportions gave high ratings (41%) and middle ratings (43%). Sixteen percent (16%) gave low ratings.

- More than half of the respondents (52%) gave a middle rating to OFM for helping the agency understand the fit between the agency's and the Governor's priorities. Slightly fewer executive-level respondents gave high ratings to this variable than last year (29% versus 31%), but slightly fewer gave low ratings, too (18% versus 20%). These two downward shifts in the endpoint ratings no doubt created the increase in middle ratings occurring over last year.

- There was a 5% increase in high ratings for internal communication and coordination at OFM over the last survey (19% versus 14%). While the middle ratings for this item did show a decrease (43% in 2000 versus 52% in 1999), most customers still preferred to give OFM a middle rating for its internal communication and coordination.

- About equal proportions of the executive-level customers rated OFM's improvement in internal communication and coordination in the past 12 months high (23%) and low (25%). Middle ratings decreased 10% over the 1999 ratings (39% down from 49%). Survey respondents this year were about as likely as last year to have no opinion about this item.

- Consistent with last year's observation, the low ratings on these measures given by executive-level customers tend to be somewhat higher overall than the low ratings given by customers of the various workgroups.

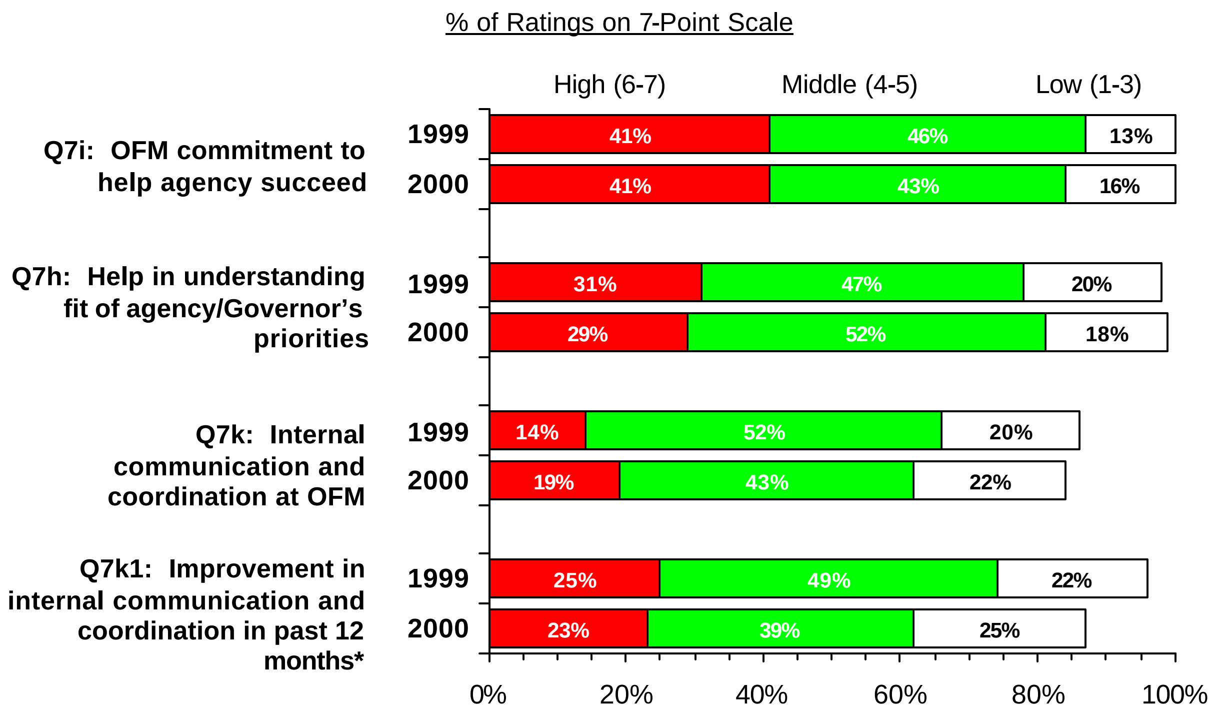
Those respondents who gave low ratings to communication/coordination improvement were asked what they would like to see OFM do more of or less of to improve further. Their suggestions, as detailed in Appendix 2, are primarily focused on budget and accounting areas and their perceived lack of communication. Several provided remarks about improving OFM reporting:

“The need to have better internal communication regarding policy changes from top to bottom. When they meet with the Governor they need to communicate policy changes to all analysts.”

“[They need to take] a stronger role in statewide reporting and agency information. They need to give better guides … to help agencies use the information.”

Figure 9

Executive Level Ratings of OFM Overall Help, Commitment and Internal Communication and Coordination



Note: Difference between the end of the bar and 100% is the proportion of "don't know" responses.

1999 total of 117 responses (excludes those who said "not applicable").
2000 total of 102 responses

* Asked only of the 96 customers in 1999 and the 80 customers in 2000 who gave a (prior) rating to OFM internal communication and coordination.

Q7h: How would you rate OFM overall for helping you understand the fit between your agency's priorities and the Governor's priorities? Would you say 1, OFM does not help at all; 7, OFM helps extremely well; or some number in between?
Q7i: Please rate the OFM commitment helping your agency succeed. Use a 1 if you feel the commitment is very low; 7 if you feel the commitment is extremely high; or any number in between.
Q7k: How well does OFM communicate and coordinate operations within its own agency? Would you say 1, not al all; 7 extremely well; or some number in between?
Q7k1: Please rate the extent to which you feel OFM has improved the communication and coordination within OFM within the past 12 months. Use a 1 if you feel there has been no improvement at all; a 7 if there had been an extremely high degree of improvement; or any number in between.

Three additional questions were asked of executive level customers and 114 randomly selected other customers who said they had contact with the Budget Division. Their responses to these additional questions are displayed in Figures 10a and 10b. These additional questions were not asked in either 1998 or in 1999.

Significant Findings (Figures 10a and 10b)

- There were significantly more customers who said the appeals process for budget decisions needs further improvement (78%) than said no improvement was needed (19%).

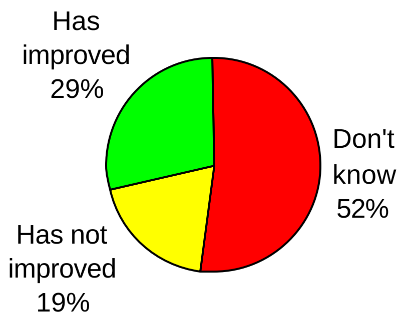
Observations (Figures 10a and 10b)

- While more than half of the customers surveyed (52%) were unsure whether or not the appeals process had improved compared to years past, well over one-quarter (29%) said they believed it had improved.

- Only those who had an opinion about the appeals process improvement – one way or the other - were asked whether they believed the appeals process needs further improvement. Of these, the vast majority (78%) said "yes."

Figure 10a

Improvement in Appeals Process for Budget Decisions Compared to Years Past

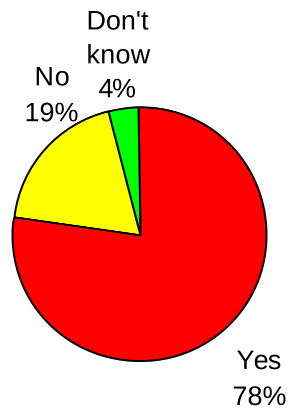


Note: Asked only of Executive Level and Budget Division customers.

2000 weighted total of 212 responses.

Q7K4: Do you feel that the appeals process for budget decisions has or has not improved over the past several years.?

Figure 10b
Need for Further Improvement in Appeals Process for Budget Decisions



Note: Asked only of Executive Level and Budget Division customers who said the appeal process had or had not improved.

2000 weighted total of 103 responses.

Q7K5: Do you feel that the appeals process for budget decisions still need, further improvement/does need to improve?

Customers who said the appeals process still needs further improvement were asked what type or types of improvement they would like to see. Their comments were frequently linked to:

- More access, more cooperation in decisions – less secrecy (25% of comments)
- More personal communication, or better personal communication (23%)
- Better explanations about the appeals process; more information about the process (14%)
- Having additional time for the appeals process (11%)

While a complete reprint of respondents' remarks appears in Appendix 2, an example of improving the process through better personal communication can be found in the following statements:

> "We are told 'no' immediately, and then put on the defensive. I would rather have a more receptive answer and be given a chance to explain."

> "Sending out information is fine but personal communication is better."

Response to Information

As in the previous two surveys, all year 2000 customers were asked to identify the types of OFM information that they typically used from the following list of sources: policies and procedures, data and technical assistance. Respondents were then asked to rate specific aspects of each type of information that they had identified.

1. Information Used

Customers were asked which of three basic types of OFM information they typically used. Their responses are presented in Table 4.

Significant Findings (Table 4)

- Year 2000 non-managers in contact with the OFM Population and Forecasting Group were significantly more likely than their 1998 counterparts to use the following:
  - Policies and Procedures (35% and 17%, respectively)
  - Technical Assistance (48% and 26%, respectively)

Table 4
Information Used

	Base = (n)	Types of Information - % of Base: Policies and Procedures	OFM Data	Technical Assistance
1998 Weighted Total	(407)	69%	70%	58%
1999 Weighted Total	(430)	76%	74%	61%
2000 Weighted Total	(407)	73%	76%	59%
1998 Manager	(107)	90%	82%	74%
1999 Manager	(101)	96%	76%	82%
2000 Manager	(102)	93%	78%	75%
1998 Non-Manager	(300)	67%	69%	56%
1999 Non-Manager	(329)	74%	73%	59%
2000 Non-Manager	(305)	70%	76%	57%
Non-Manager users of…				
• 1998 Budget	(99)	87%	75%	69%
• 1999 Budget	(115)	77%	82%	65%
• 2000 Budget	(122)	83%	82%	70%
• 1998 Accounting	(121)	86%	65%	64%
• 1999 Accounting	(129)	90%	74%	71%
• 2000 Accounting	(98)	92%	76%	75%
• 1998 Forecasting	(100)	17%	91%	26%
• 1999 Forecasting	(73)	32%	88%	44%
• 2000 Forecasting	(96)	35%	88%	48%
• 1998 Financial Systems	(140)	84%	76%	71%
• 1999 Financial Systems	(169)	83%	79%	72%
• 2000 Financial Systems	(155)	85%	81%	66%
• 1998 Personal Services Contracting	(39)	92%	51%	64%
• 1999 Personal Services Contracting	(47)	96%	64%	53%
• 2000 Personal Services Contracting	(47)	94%	62%	60%

Q.9: OFM provides three basic types of information. Which of these three basic types do you use: Policies and procedures provided by OFM, data provided by any group within OFM, or technical assistance provided by OFM?

2. Policies and Procedures

The respondents (139 customers) who use OFM Policies and Procedures were asked to rate this information on five measures. Figure 11 presents the compilation of their evaluations.

Significant Findings (Figure 11)

- Year 2000 customers gave significantly more high ratings for understandability of the policies and procedures than 1998 customers (41% and 26%, respectively).

- Year 2000 customers also gave understandability of the policies and procedures significantly fewer middle ratings than 1998 customers (42% versus 63%). Additionally, year 2000 non-managers gave significantly fewer middle ratings for this item than 1998 non-managers.

- Significantly more year 2000 customers gave high ratings to timely OFM policies and procedures than did 1998 customers (45% versus 32%).

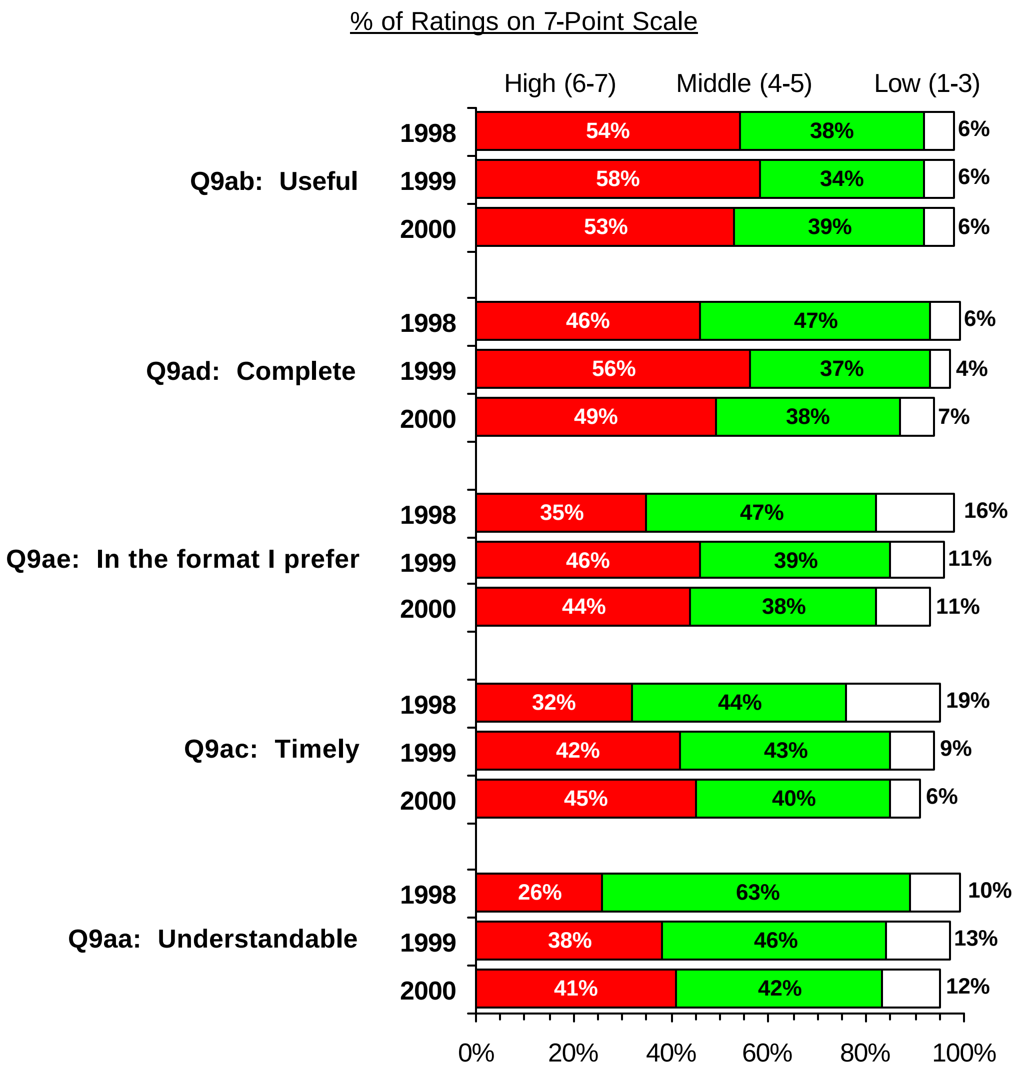
- Year 2000 managers significantly differed from year 2000 non-managers in the following additional ways:

    - Managers were more likely to give high ratings for completeness of OFM policies and procedures than were non-managers (67% versus 47%).

    - Managers were more likely to give policies and procedures high ratings for format preference than were non-managers (72% versus 41%)

Figure 11

OFM Policies and Procedures



Note: Difference between the end of the bar and 100% is the proportion of “don’t know/doesn’t apply” responses.

1998 weighted total of 140 responses
1999 weighted total of 160 responses
2000 weighted total of 139 responses

Q9aa-Q9ae: Would you say the OFM’s Policies and Procedures are______? Would you say 1, an extremely low rating; 7 an extremely high rating; or some number in between?

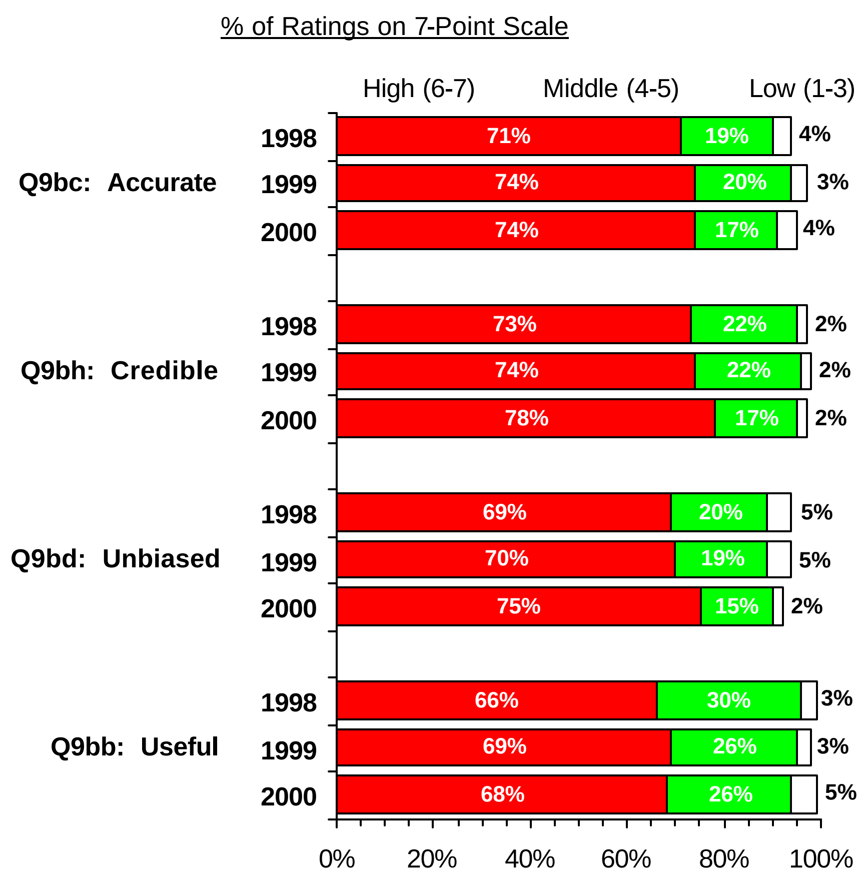
3. OFM Data

Customers who use OFM data rated it on eight separate measures. They were asked to consider whether the data was understandable, useful, accurate, unbiased, timely, complete, in a preferred format and credible. The results of their evaluations are presented in Figure 12.

Significant Findings (Figure 12)

- Middle ratings in 2000 for understandable data showed a significant drop from the 1999 measurement (30% versus 42%). Year 2000 non-managers gave significantly fewer middle ratings for this item (29%) than 1998 non-managers (41%).

Figure 12
OFM Data

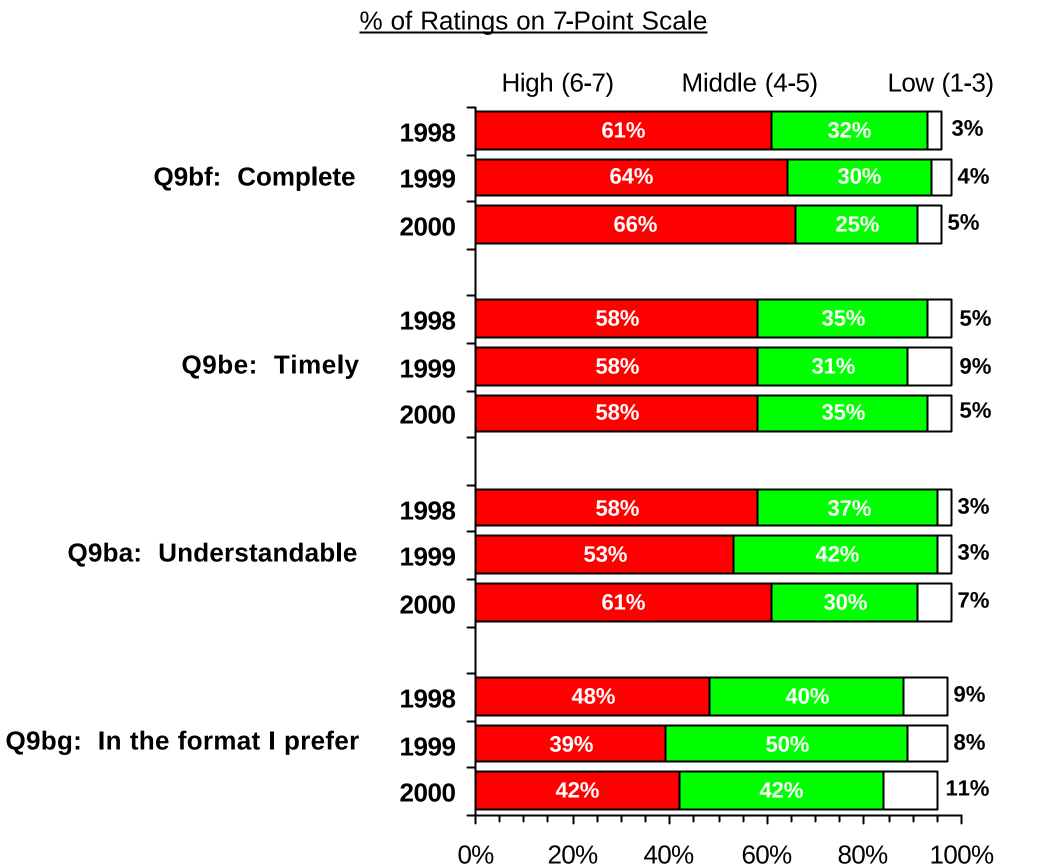


Note: The difference between the end of the bar and 100% is the proportion of “don’t know/doesn’t apply” responses.

1998 weighted total of 170 responses.
1999 weighted total of 186 responses.
2000 weighted total of 181 responses.

Q9ba-Q9bh: Would you say that data provided by OFM is ______? Would you say 1, an extremely low rating; 7, and extremely high rating; or some number in between?

Figure 12 (continued)
OFM Data



Note: The difference between the end of the bar and 100% is the proportion of “don’t know/doesn’t apply” responses.

1998 weighted total of 170 responses.
1999 weighted total of 186 responses.
2000 weighted total of 181 responses.

Q9ba-Q9bh: Would you say that data provided by OFM is ______? Would you say 1, an extremely low rating; 7, and extremely high rating; or some number in between?

4. Technical Assistance

Figure 13 presents the ratings given by 87 customers who reported using OFM technical assistance.

Significant Findings (Figure 13)

- The respondents gave significantly fewer high ratings for format preference than in 1999 (39% versus 56%). Though not statistically significant, the low ratings for format preference increased over 1999 by 9% and 5% over the baseline measure.

Observations (Figure 13)

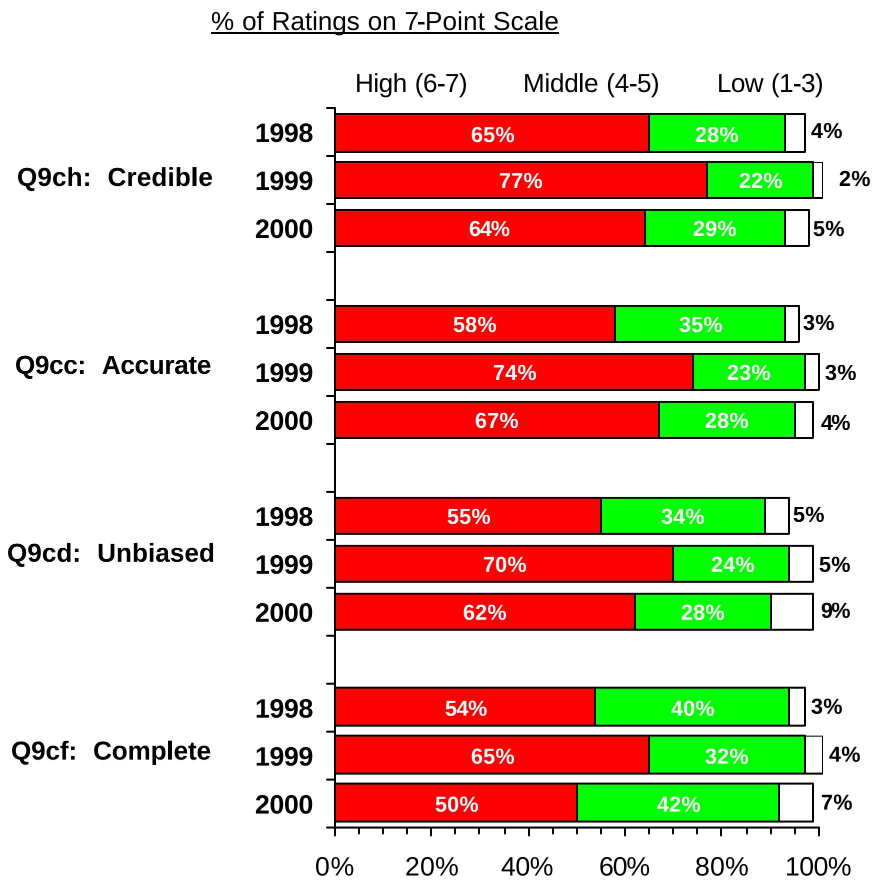
High ratings for OFM technical assistance dropped from the 1999 levels for all items but one: understandable technical assistance. Low ratings increased from 1999 and 1998 levels for all items but one: timely technical assistance.

As OFM continues to make more information available to its customers electronically, it is important to make access to the information easy. The following comments may help to explain why ratings for technical assistance are lagging:

"What one change would make OFM products and services better?"

> "Interactive training on the Web site. Maybe on a CD or disk."
>
> "If they can get all their software systems operating in a consistent platform, that would be terrific."
>
> "If they could only train more on how to use the system."

Figure 13
OFM Technical Assistance

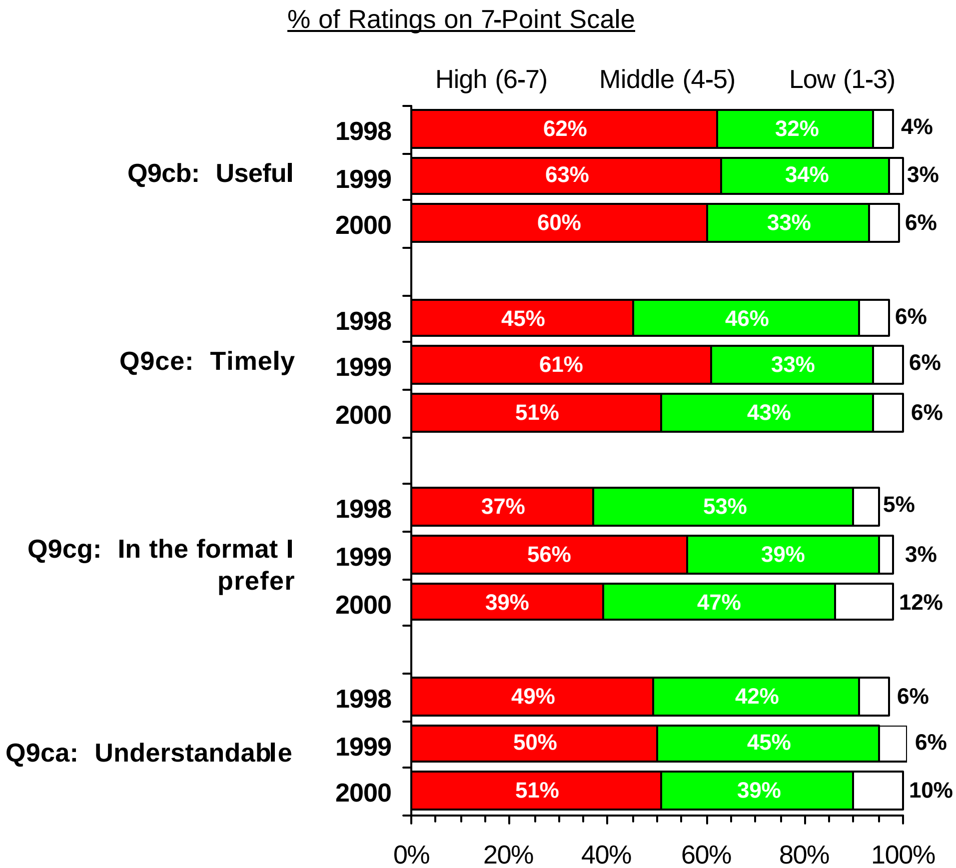


Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 97 responses.
1999 weighted total of 84 responses.
2000 weighted total of 87 responses.

Q9ca-Q9ch: Would you say that the technical assistance provided by OFM is _____? Would you say 1, an extremely low rating; 7, an extremely high rating; or some number in between?

Figure 13 (continued)
OFM Technical Assistance



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 97 responses.
1999 weighted total of 84 responses.
2000 weighted total of 87 responses.

Q9ca-Q9ch: Would you say that the technical assistance provided by OFM is _____? Would you say 1, an extremely low rating; 7, an extremely high rating; or some number in between?

5. OFM Information Integrity

All 407 respondents were asked to evaluate the integrity of OFM information with an overall rating. Informational integrity was defined as that which is "accurate, objective, trustworthy and credible." Figure 14 displays the results.

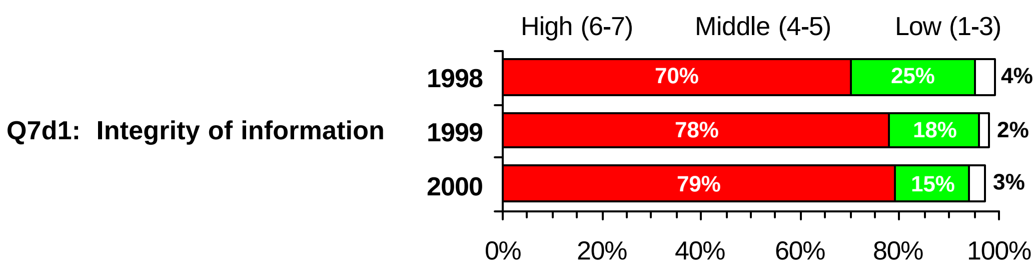
Significant Findings (Figure 14)

- The year 2000 customers gave OFM information integrity significantly higher ratings than the 1998 customers (79% versus 70%). This follows similarly high and significant ratings given by 1999 customers over 1998 customers.

- While not shown in the figure, year 2000 non-managers gave significantly higher ratings (80%) than 1998 non-managers (70%). This follows similarly high and significant ratings given by 1999 non-managers over 1998 customers. Additionally, year 2000 non-managers gave significantly fewer middle ratings than 1998 non-managers (25% versus 14%).

Figure 14
Integrity of OFM Information

% of Ratings on 7-Point Scale



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 407 responses.
1999 weighted total of 430 responses.
2000 weighted total of 407 responses.

Q7d1: How would you rate the integrity of the information OFM provides to your agency? By integrity, I mean that the information is accurate, objective, trustworthy, and credible. Would you say 1, very low; 7, extremely high; or some number in between?

6. Information Overall

All 407 OFM customers were also asked to provide an overall rating of the information they have received from all parts of OFM. The results of their evaluations are presented in Figure 15.

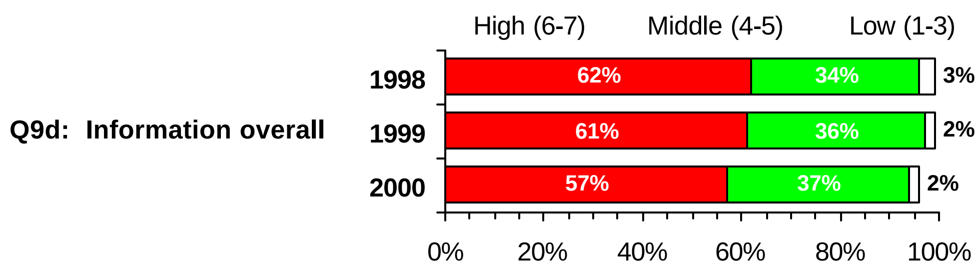
The base of respondents that was asked the question in this year's study is similar to the base questioned in the 1999 survey – all respondents. Both 2000 and 1999 bases differ from the base questioned in the benchmark study: in 1998 only those customers who rated OFM's technical assistance (97 respondents) were also asked to provide the overall rating.

<u>Significant Findings (Figure 15)</u>

- There were no significant differences between the 2000 ratings and ratings given in either of the previous survey periods.

Figure 15
OFM Information, Overall

<u>% of Ratings on 7-Point Scale</u>



Note: Difference between the end of the bar and 100% is the proportion of "don't know/doesn't apply" responses.

1998 weighted total of 97 responses.
1999 weighted total of 430 responses.
2000 weighted total of 407 responses.

Q9d: How would you rate, overall, the information you receive from all parts of OFM? Would you say 1, an extremely low rating; 7, an extremely high rating; or some number in between?

Importance of and Satisfaction with OFM Products and Services

Customers of each workgroup were asked if they felt their satisfaction had gone up, gone down or stayed the same over the past year. Their responses to these questions are shown as pie charts. They are presented at the beginning of each workgroup's discussion section, with a "gap analysis" (which is explained below), following.

For each group of products and services, only those respondents who reported having contact with that workgroup's services (see Table 3) were asked about the importance of those products and services. As a further step, all those who rated the particular group of products and services as anything other than a score of 1 on the 7-point scale (definitely not important) were asked how satisfied they were with the products and services offered. Therefore, the number of respondents asked for an importance rating (the base) for OFM divisions varies. This means that the base number of respondents asked to rate satisfaction may be a subset of the base number of respondents asked to rate importance for each category.

As in 1998 and in 1999, the accompanying figures show the importance findings as the combined percentage of customers who gave a 6 or 7 (high) score to each product and service category, thus rating them as very or extremely important. The satisfaction scores are also displayed as the combined 6 and 7 ratings, indicating that they are very or completely satisfied. The importance and satisfaction ratings are displayed together in this section to illustrate what is referred to as the "gap analysis," an identification of the gap occurring when satisfaction is lower (or higher) than perceived importance. The gaps for the 2000, 1999 and 1998 surveys are shown.

All percentages reported for importance are based only on those who gave an importance rating. This was done in 1998, in 1999 and again this year because high proportions of customers who reported contact with some groups (Financial Systems, in particular) said they did not use selected particular products and services.

At the end of this section of the report are Tables 5 and 6. These tables present the complete high, middle and low ratings given to each of the product and service areas included in this survey.

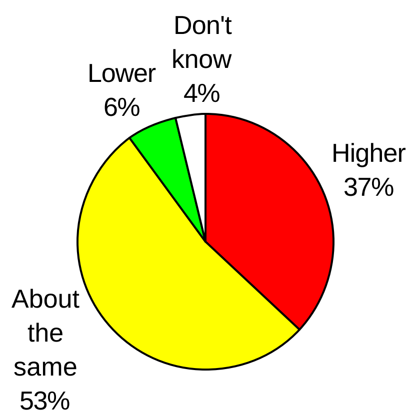
1. Budget Division

Customers were asked to consider how they would have rated the Budget Division one year ago in comparison to today. Their responses are presented in Figure 16.

<u>Significant Findings (Figure 16)</u>

- The most significant finding is that satisfaction today is about the same as a year ago for the Budget Division.

Figure 16
OFM Budget Division
Satisfaction Today Compared to One Year Ago



2000 weighted total of 162 responses.

Q11a2: Think back to how you would have rated the Budget Division a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

Customers who said that their satisfaction is higher today tended to link their satisfaction with personnel improvements in the Budget Division, outreach to agencies and improvements in communications. They also attributed their satisfaction to positive changes in the Internet system and greater information sharing. (Please see Appendix 2.)

Budget Division customers rated the importance of, and satisfaction with, Budget Division products and services. The 2000 importance and satisfaction ratings, along with the gaps between the two for 2000, 1999 and 1998 are displayed in Figure 17.

Significant Findings (Figure 17)

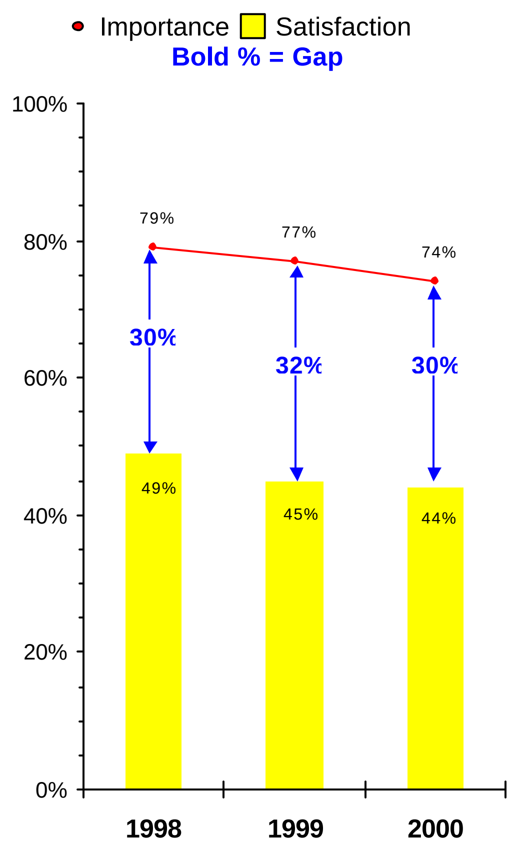
- There are no significant differences in the gaps from year to year. The size of the gap between importance and satisfaction for Budget Division products and services is basically unchanged from 1998 to 2000.

Figure 17

Budget Division Products and Services
Importance vs. Satisfaction and the Resulting Gap

Weighted Total

Percentage that Rated 6 & 7 Combined



1998: 173 responses.
1999: 184 responses.
2000: 189 responses.

Q10a: How important to you are the products and services you receive from the Budget Division? Would you say 1, not at all important; 7, extremely important; or some number in between?

Q11a: How satisfied are you with the products and services you receive from the Budget Division? Would you say 1, not at all important; 7, extremely important; or some number in between?

When those who were less satisfied with the Budget Division were asked what they would like to see the Budget Division do more of or less of to improve, they made a number of comments that can be found in Appendix 2. A few examples are listed below:

> "Be more responsive to inquiries."
>
> "Better planning, less last minute crises."
>
> "More timely products. Products that are tested and well thought out before they release them."

2. Statewide Accounting Consultants Group

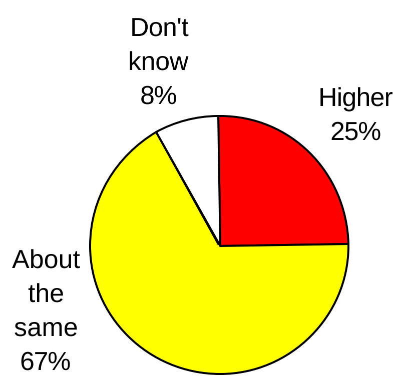
Customers were asked to rate their satisfaction with the Accounting Consultants Group this year, compared to how it might have been 12 months earlier. Their responses are presented in Figure 18.

<u>Significant Findings (Figure 18)</u>

- Well over two-thirds of the customers said their satisfaction today is about the same as one year ago.

- Of those respondents reporting a change in satisfaction since 1998, a significantly larger percentage of customers are more satisfied than less satisfied today. A very low proportion (<1%) said their satisfaction is lower today.

Figure 18
OFM Accounting Consultants Group
Satisfaction Today Compared to One Year Ago



2000 weighted total of 133 responses.

Q11c2: Think back to how you would have rated the Accounting Consultants Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

Customers who said that they were more satisfied with the Accounting Consultants Group today than one year ago attributed this to a number of things, including streamlined, or simplified policies and procedures, and also systems improvements that have been implemented. More satisfied customers also discussed having greater accessibility to the Accounting Consultants Group. They said the Accounting Consultants showed more responsiveness to customers, too.

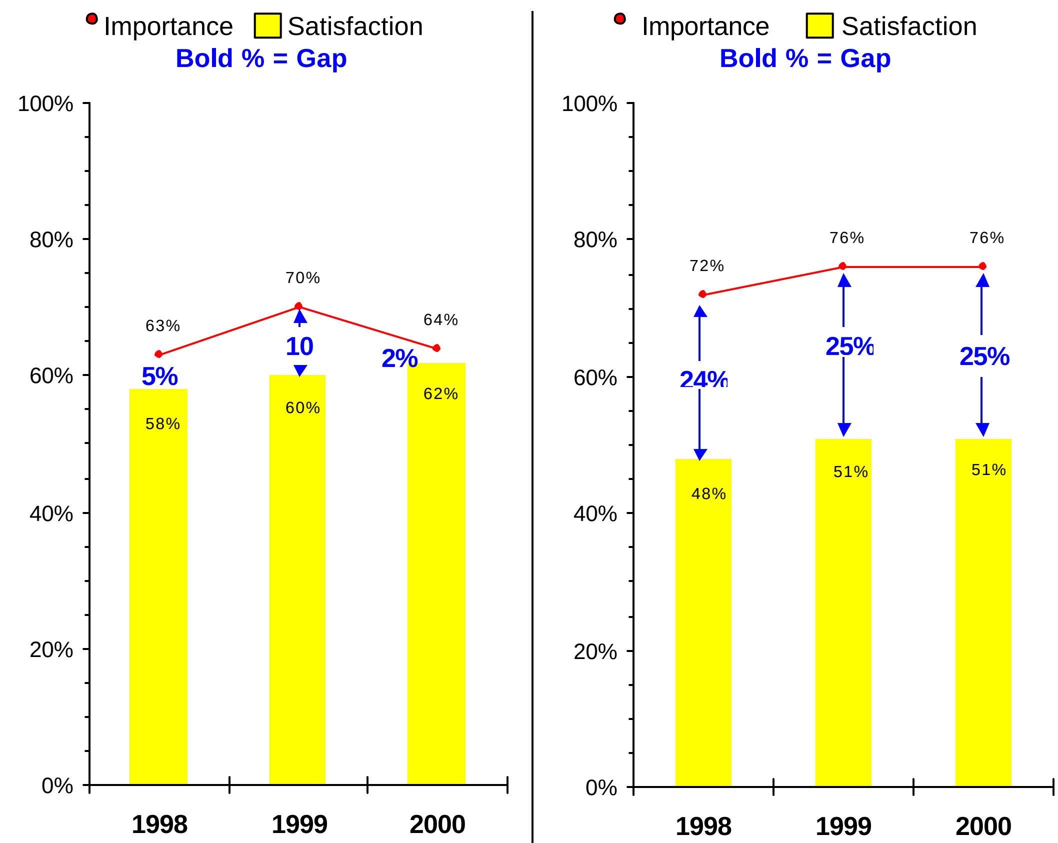
Customers rated the importance of and satisfaction with the consulting and technical support supplied by the Accounting Consultants Group, as well as the policies and procedures of the group. The 2000 importance and satisfaction ratings for these items, along with the gaps found between the two for 2000, 1999 and 1998 are displayed in Figure 19.

Figure 19

OFM Accounting Consultants Group Products and Services
Importance Vs. Satisfaction and the Resulting Gap

Weighted Total

Percentage that Rated 6 & 7 Combined



Consulting and Technical Support

1998: 184 responses
1999: 187 responses
2000: 143 responses

Policies and Procedures

1998: 184 responses
1999: 197 responses
2000: 153 responses

Q10b/10c: Thinking about the Accounting Consultants Group, how important is the consulting and technical support for accounting/are the accounting policies and procedures? Would you say 1, not at all important; 7, extremely important; or some number in between?

Q11b/11c: Thinking about the Accounting Consultants Group, how satisfied are you with the consulting and technical support for accounting/are the accounting policies and procedures? Would you say 1, not at all satisfied; 7, extremely satisfied; or some number in between?

Significant Findings (Figure 19)

- There were no significant differences between the gaps for either service (consulting and technical support or policies and procedures) for any of the three periods of measurement (2000, 1999 and 1998).

The closing gap between the perceived importance of consulting and technical support and the satisfaction with this service reinforces the observation that satisfaction levels are now extremely close to the perceived importance of consulting and technical support.

As in the 1998 survey, there were very few customers who gave low satisfaction ratings to either of these Accounting products and services. When those who gave low ratings were asked what the Group could do more of or less of to improve, one or two customers suggested that the consulting and technical support services could provide more interaction with customers. They also said that the Group could provide more extensive and more specific details about policies and procedures.

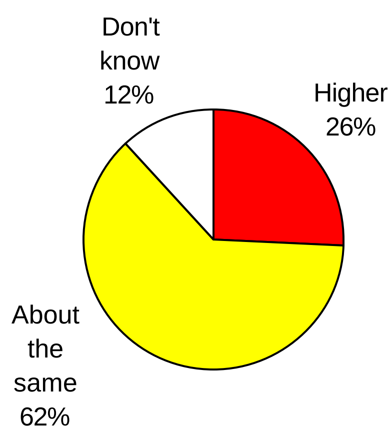
3. Personal Services Contracting Group

Personal Services Contracting Group customers were asked to rate their satisfaction this year as compared with 12 months ago. These responses are shown in Figure 20.

<u>Significant Findings (Figure 20)</u>

- The vast majority of customers (62%) said that their satisfaction today is about the same as one year ago.
- No customers said that their satisfaction is lower today.

Figure 20
OFM Personal Services Contracting Group
Satisfaction Today Compared to One Year Ago



2000 weighted total of 64 responses.

Q11d2: Think back to how you would have rated the Personal Services Contracting Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

When asked what specific steps the Personal Services Contracting Group should take to increase their satisfaction, customers mentioned that the Group might make improvements in the systems, the manual and the training. Customers also discussed the value of having more simplified directions or better directions. Some said there was a need for improved customer service, particularly having more accessibility to the Personal Services Contracting Group. Others remarked that the staff could be more responsive.

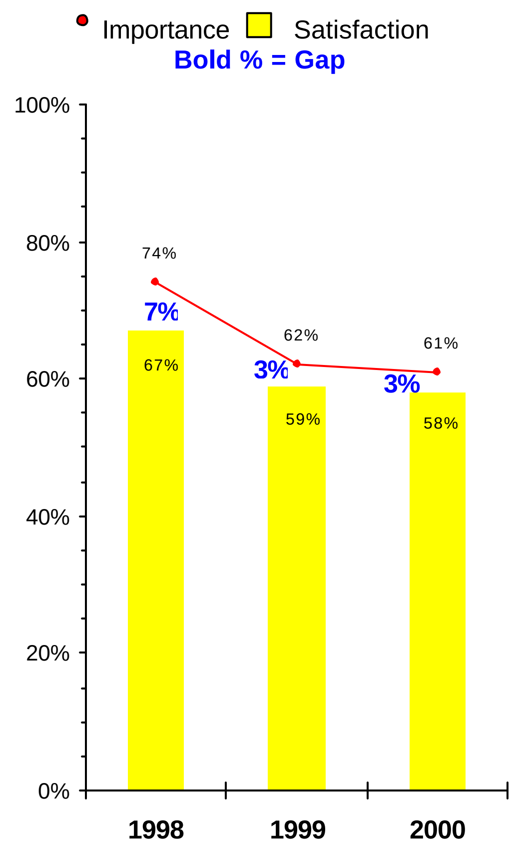
Figure 21 displays the results of customer ratings of the importance of and satisfaction with the services provided by the Personal Services Contracting Group, along with the gap between those ratings from 1998 through 2000.

Significant Findings (Figure 21)

- There were no significant differences in the sizes of the gaps between importance and satisfaction from 1998 to 2000.

The very small gap (3% in both 1999 and 2000) indicates that customer satisfaction is very close to perceived importance of the service provided by this workgroup.

Figure 21
Personal Services Contracting
Importance vs. Satisfaction and the Resulting Gap
Weighted Total
Percentage that Rated 6 & 7 Combined



1998: 68 responses
1999: 71 responses
2000: 73 responses

Q10b/10c: Thinking about the Accounting Consultants Group, how important is the consulting and technical support for accounting/are the accounting policies and procedures? Would you say 1, not at all important; 7, extremely important; or some number in between?

Q11b/11c: Thinking about the Accounting Consultants Group, how satisfied are you with the consulting and technical support for accounting/are the accounting policies and procedures? Would you say 1, not at all satisfied; 7, extremely satisfied; or some number in between?

The handful of customers who gave low satisfaction ratings seemed to agree that Personal Services Contracting could provide more consistent information to its customers.

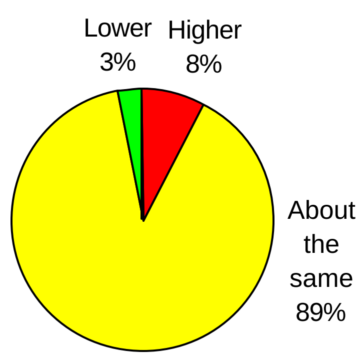
4. Population and Forecasting Group

Population and Forecasting Group customers were asked to rate their satisfaction today as compared with 12 months ago. These responses are shown in Figure 22.

Significant Findings (Figure 22)

- Significantly more customers said their satisfaction was the same today as one year ago (89%) than said it was either higher (8%) or lower (3%).

Figure 22
OFM Population and Forecasting Group
Satisfaction Today Compared to One Year Ago



2000 weighted total of 106 responses.

Q11e2: Think back to how you would have rated the Forecasting Group a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

Customers who said their satisfaction was higher today commented that they liked the website presentation of Population and Forecasting data. One person remarked:

> "The website has made data more easily accessible."

Figure 23 shows customer ratings of the importance of and satisfaction with the Population and Forecasting products and services from 1998 to 2000. Figure 23 also shows the gaps that occur between these ratings for each period.

Significant Findings (Figure 23)

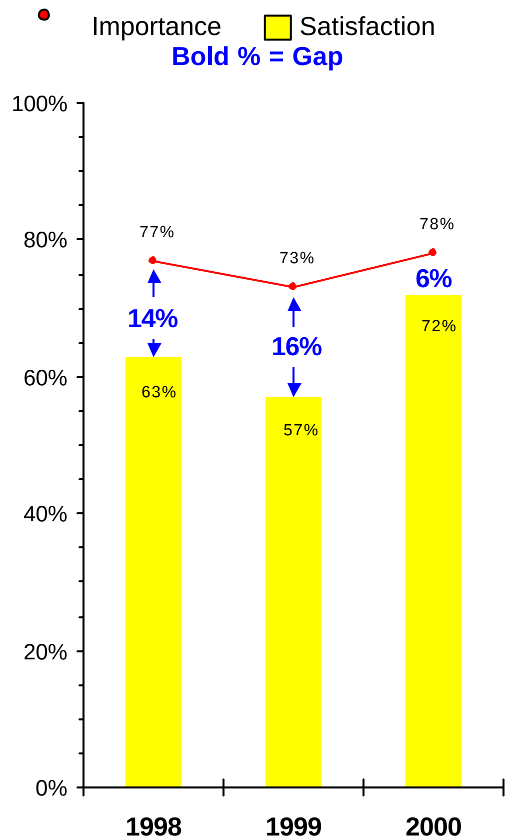
- Population and Forecasting products and services gathered significantly more high ratings in 2000 (72%) than in 1999 (57%).

- Year 2000 non-managers gave significantly more high ratings (73%) than 1999 non-managers gave (57%).

- While the size of the gap between importance and satisfaction has narrowed over the 3 periods of measurement, it has not changed significantly from period to period.

The low gap level occurring in 2000 (6%) indicates that customer satisfaction with Population and Forecasting products and services comes very close to meeting the perceived importance of the products and services of this workgroup.

Figure 23
OFM Population and Forecasting
Product and Services
Importance vs. Satisfaction and the Resulting Gap
Weighted Total
Percentage that Rated 6 & 7 Combined



1998 weighted total of 115 responses.
1999 weighted total of 79 responses.
2000 weighted total of 106 responses.

Q10e: How important are the Population and Forecasting products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? Would you say 1, not at all important; 7, extremely important; or some number in between?

Q11e: How satisfied are you with the Population and Forecasting products and services, such as population estimates, the OFM Data Book, or Population Trends for the State of Washington? Would you say 1, not at all satisfied; 7, extremely satisfied; or some number in between?

Similar to results obtained in 1999, just two respondents gave low satisfaction ratings for this workgroup. Their comments are in Appendix 2.

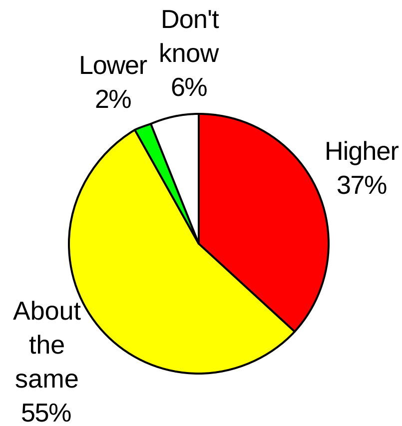
5. Financial Systems Group

Financial Systems Group customers were asked to rate their satisfaction this year as compared with 12 months ago. These responses are shown in Figure 24.

Significant Findings (Figure 24)

- The most significant proportion of customers (55%) said that their satisfaction today is about the same as one year ago.
- Significantly more customers report being more satisfied (37%) today than being less satisfied (2%).

Figure 24
OFM Financial Systems Group
Satisfaction Today Compared to One Year Ago



2000 weighted total of 184 responses.

Q11k2: Think back to how you would have rated the Statewide Financial Systems a year ago. Is your satisfaction today higher, lower, or about the same as 12 months ago?

FASTTRACK was named more often than other things when customers were asked for specific reasons why they were more satisfied with the Financial Systems Group this year than last year. They offered a variety of other reasons for their satisfaction, too, such as having better communication with the Group and receiving friendlier service. More satisfied customers also said they liked having Financial Systems information available through the Internet and other electronic means.

Figure 25 displays the results of customer ratings of the importance of and satisfaction with specific products and services of the Statewide Financial Systems Group from 1998 to 2000. These figures also show the gaps that occur between the ratings for each period.

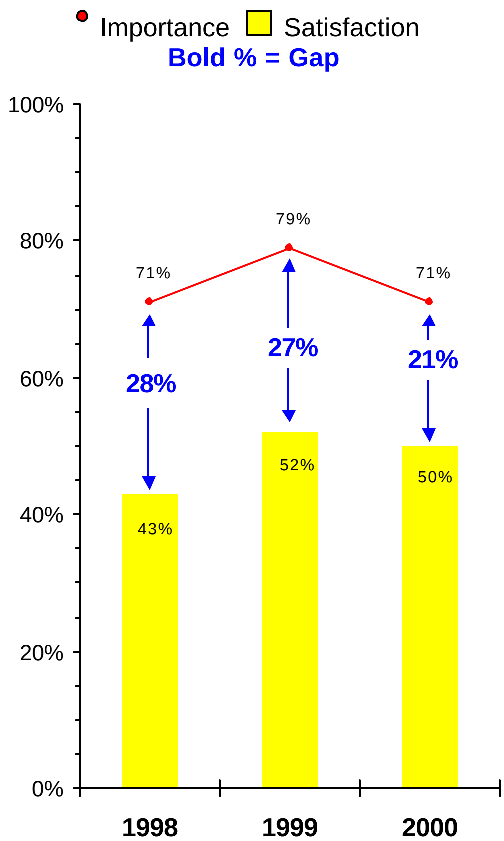
Figure 25

OFM Financial Systems Products and Services
Importance Vs. Satisfaction and the Resulting Gap

Weighted Total

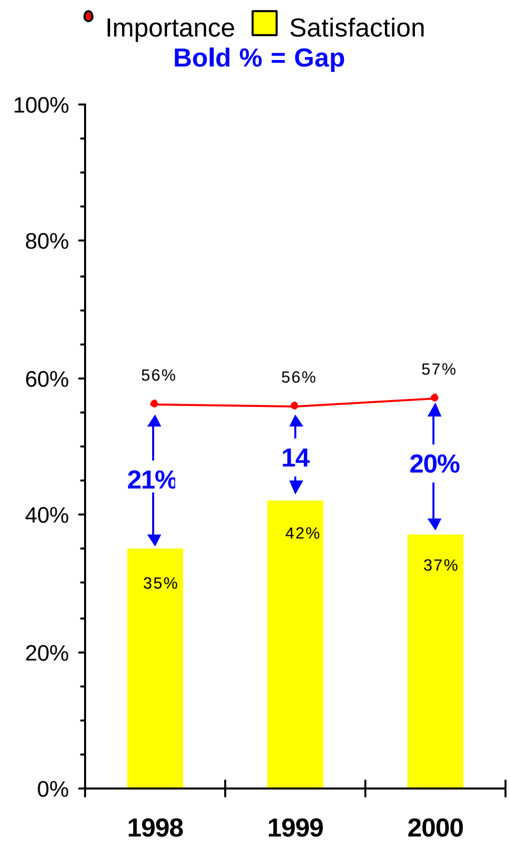
Percentage in Top 2 ratings 6 & 7

G. Payment and Management of Accounts Payable



Bases:
1998: 174 responses
1999: 186 responses
2000: 157 responses

H. Receipts and Management of Accounts Receivable



Bases:
1998: 146 responses
1999: 155 responses
2000: 138 responses

Q10g-k: How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas? Systems that support … (Would you say 1, not at all important; 7 extremely important; or some number in between?)

Q11g-k: Thinking about the statewide financial systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets you agency's business need in …? (Would you say 1, not at all satisfied; 7 extremely satisfied; or some number in between?)

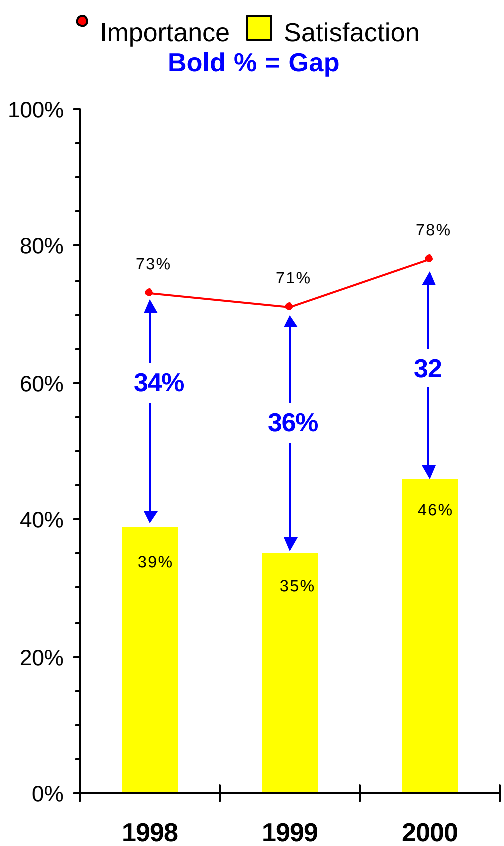
Figure 25 (continued)

OFM Financial Systems Products and Services
Importance Vs. Satisfaction and the Resulting Gap

Weighted Total

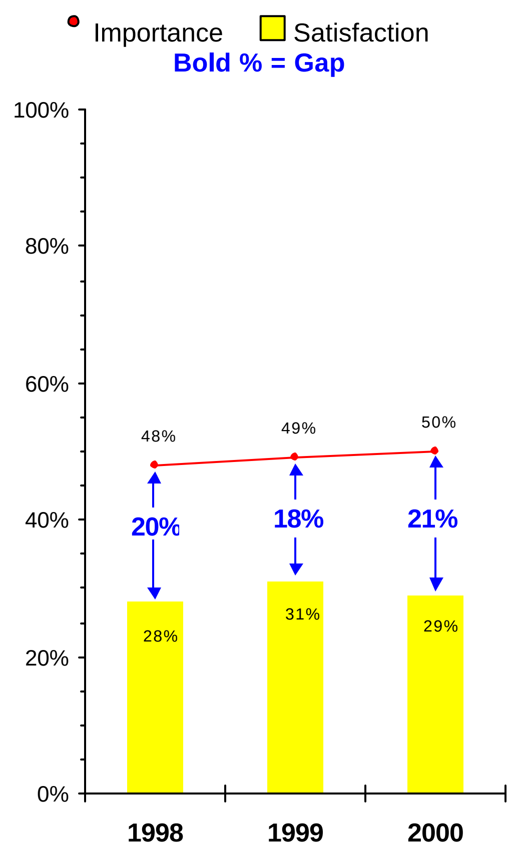
Percentage in Top 2 ratings 6 & 7

I. Preparation and Submittal of Budget Requests



Bases:
1998: 174 responses
1999: 184 responses
2000: 161 responses

J. Time Collection, Labor Distribution and Cost Allocation



Bases:
1998: 121 responses
1999: 136 responses
2000: 114 responses

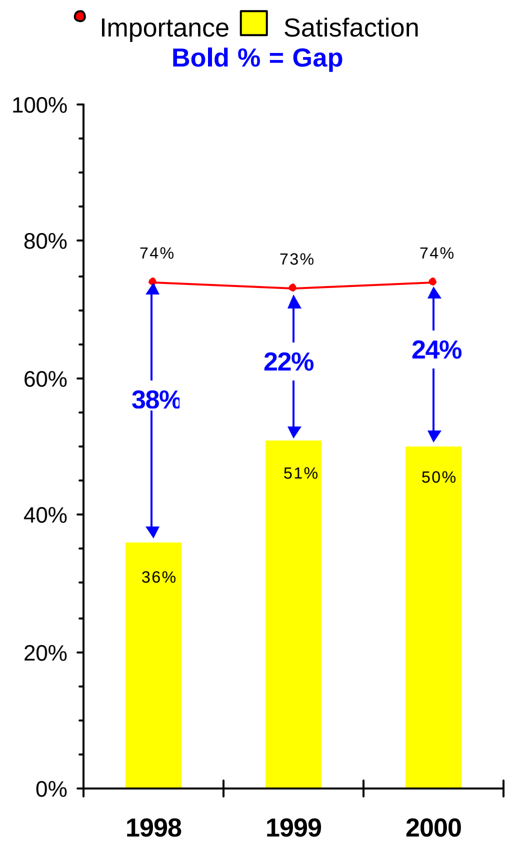
Q10g-k: How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas? Systems that support … (Would you say 1, not at all important; 7 extremely important; or some number in between?)

Q11g-k: Thinking about the statewide financial systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets you agency's business need in …? (Would you say 1, not at all satisfied; 7 extremely satisfied; or some number in between?)

Figure 25 (continued)

OFM Financial Systems Products and Services
Importance Vs. Satisfaction and the Resulting Gap
Weighted Total
Percentage in Top 2 Ratings 6 & 7

K. Information that Supports Financial Management



Bases:
1998: 197 responses
1999: 219 responses
2000: 193 responses

Q10g-k: How important is it to you that OFM Financial Systems Unit supports your agency in the following business areas? Systems that support … (Would you say 1, not at all important; 7 extremely important; or some number in between?)

Q11g-k: Thinking about the statewide financial systems provided by OFM, how satisfied are you with the way the OFM Financial Systems Unit meets you agency's business need in …? (Would you say 1, not at all satisfied; 7 extremely satisfied; or some number in between?)

Significant Findings (Figure 25)

- Year 2000 customers gave significantly more high ratings for preparation and submittal of budget requests than 1999 customers (46% versus 35%).

- Year 2000 customers once again gave significantly more high ratings for information that supports financial management than in 1998 (50% versus 36%).

- While the gap between importance of and satisfaction with information that supports financial management increased slightly over the 1999 measure (+2%), it showed a significant decrease over the 1998 gap, as it did last year. This means that satisfaction still shows improvement relative to importance on this product over 1998, as it did in 1999.

All customers who gave a low rating on one of the Financial Systems Group's products or services were asked to explain why they had given that rating. A summary of these comments is shown below (see Appendix 2 for the detailed responses):

<u>Why low ratings on payments and management of accounts payable?</u>
- Systems incompatible with agency systems
- OFM and the agency do not work together

> "They have an accounting system that does not accommodate our needs. The systems need to be more flexible."

> "Allow the statewide reporting system to somehow incorporate agency specific information."

<u>Why low ratings on support of receipts and management of accounts receivable?</u>
- Problems with training
- Systems incompatible with agency systems
- Not meeting agency's needs

> "Provide clear, brief training. That what we need."

> "Our systems aren't compatible with accounts receivable."

> "Agencies require a level of detailed information that the statewide systems don't support."

<u>Why low ratings on preparation and submittal of budget requests and allotments?</u>
- Interact with the agencies
- Personnel issues
- Develop better systems

> "Ask the agencies how they want the budget submitted and work with a larger user group."

> "They have their duties divided to the point that there's not one person that understands the entire specifics of a project."

> "They need to completely redo all the mainframe systems to be more windows oriented, less cumbersome and more user-friendly."

Why low ratings on time collection, labor distribution and cost allocation?

- Not meeting agency's needs

  "[They need to] help agency systems and the statewide systems work better together so that we have a complete data set that incorporates specific information from agencies along with the generic statewide information."

Why low ratings on information that supports financial management?

- Not meeting agency's/our manager's needs

6. Overview of All Importance and Satisfaction Ratings

In order to review all of the importance and satisfaction ratings, the net percentages for high, low and middle range responses are shown in Tables 5 and 6, along with the number of respondents who formed the weighted total.

Table 5

Importance of OFM Products and Services

		% of Ratings on 7-Point Scale		
	Base	High (6-7)	Middle (4-5)	Low (1-2-3)
Budget	(194)	74%	19%	5%
Accounting, Consulting and Technical Support	(150)	64	24	8
Accounting, Policies and Procedures	(155)	77	18	4
Personal Services Contracting	(75)	61	27	12
Population and Forecasting	(107)	78	18	5
Financial Systems, Accounts Payable	(174)	71	14	9
Financial Systems, Accounts Receivable	(160)	57	24	13
Financial Systems, Budget Requests	(174)	78	10	7
Financial Systems, Time Collection	(142)	50	24	20
Financial Systems, Financial Management	(205)	74	19	4

Note: "Doesn't apply" responses were removed from the base of these calculations. Percentages are based only on those who gave an importance rating or said they "don't know." Percentages who said "don't know" are not displayed.

Q10a-f: How important to you are the products and services you receive from _____? Would you say 1, not at all important; 7, extremely important; or some number in between?

Q10g-k: How important is it to you that OFM Financial Systems Unit supports your agency in _____? Would you say 1, not at all important; 7, extremely important; or some number in between?

Table 6

Satisfaction with OFM Products and Services

	Base	% of Ratings on 7-Point Scale High (6-7)	Middle (4-5)	Low (1-2-3)	Don't know/ No answer
Budget	(189)	44%	51%	5%	0%
Accounting, Consulting and Technical Support	(143)	62	30	3	5
Accounting, Policies and Procedures	(153)	58	34	3	5
Personal Services Contracting	(73)	58	28	9	5
Population and Forecasting	(106)	72	26	1	1
Financial Systems, Accounts Payable	(157)	50	34	1	18
Financial Systems, Accounts Receivable	(138)	37	43	4	16
Financial Systems, Budget Requests	(161)	46	32	12	10
Financial Systems, Time Collection	(114)	29	41	2	28
Financial Systems, Financial Management	(193)	50	43	2	5

Q11a-f: The products and services you receive from _____? Would you say 1, not at all satisfied; 7, completely satisfied; or some number in between?

Q11g-k: How satisfied are you with the way the OFM Financial Systems Unit meets your agency's business needs in _____? Would you say 1, not at all satisfied; 7, completely satisfied; or some number in between?

Qualitative Information on OFM Performance

1. What Should OFM Change?

Respondents were asked to identify what one change they would like to see OFM make in order to improve their products and services. Their responses are summarized in Table 7.

<u>Observations</u>

- Many fewer respondents suggested changes for computer systems in 2000 (2%) than in previous years (13% - 1999; 14% - 1998).
- Requests for better information and updated information increased to 6% - double the proportion of mentions in 1999 and about equal with the number of mentions in 1998 (5%).
- Comprising 3% of comments were suggested changes in the Accounting Consultants Group – especially better payroll support.

Table 7

Desired Changes in OFM

	Weighted Total			Non-Managers			Managers		
	1998 (407)	1999 (430)	2000 (407)	1998 (300)	1999 (329)	2000 (305)	1998 (107)	1999 (101)	2000 (102)
Don’t know/nothing comes to mind	21%	18%	19%	22%	20%	20%	8%	10%	10%
Nothing, no change needed	7	8	12	7	9	13	2	2	8
Better information update, accuracy, consistency	5	3	6	6	3	6	3	3	5
Better access (geographically)/more specific training	3	6	5	3	6	5	2	7	2
Better use of Internet for communications	3	6	4	3	6	5	2	7	2
More help desk staff	1	2	4	1	0	4	0	2	2
Allotment system – specific mention	0	0	4	0	0	1	0	0	4
More/better written manuals/instructions	6	7	4	6	9	4	7	2	3
More timely responses to requests	3	5	3	3	6	3	1	1	4
Accounting/better payroll support/use contractual terms for federal contracts, grants	0	0	3	0	0	3	0	0	3
Improve report formats	1	4	3	1	5	3	1	4	5
More customer service orientation	3	3	3	3	3	3	5	6	4
More accurate census; expand information available	6	3	3	6	4	3	1	0	1
Simplify forms, paperwork	0	2	3	0	2	3	0	1	2
Computer systems/software flexibility, upgrades	14	13	2	12	13	2	30	22	3
More/more responsive budget staff familiar with agency	2	2	2	1	2	1	10	4	7
Improve internal communications within OFM	1	2	2	*	1	1	7	4	12
More understanding/support/knowledge of agencies	0	3	1	0	2	1	0	10	2
FASTTRACK – specific mention	0	0	1	0	0	1	0	0	1
Personal Services Contracting	0	0	1	0	0	0	0	0	1
Improve external communications	5	3	1	5	3	1	1	4	2
Simpler, more timely policy directives	5	3	1	5	2	1	13	7	2
More realistic timeframes for workflow and requests of agencies	3	2	1	3	2	1	1	3	1
Better promotion/explanation of products/services	2	1	1	2	1	1	0	0	0
More responsive personal services contracting staff	1	1	1	1	1	1	*	0	0
All other (each mentioned by less than 1%)	5	6	12	5	5	11	4	12	17

*Less than 1%

Q22: If OFM could make one change that would make their products and services better, what would it be?

2. The Most Valued Services and Characteristics of OFM

In addition to asking what one thing OFM should change, respondents were asked: “What one or two things, if any, has OFM done over the past two years that have been of help to you or your organization? This was a new question in 2000. The question replaced a slightly similar query that was asked in the 1998 and 1999 surveys: What is the one thing that OFM is doing so well that they should not consider making any change in how they do it?

The responses to this new question are presented in Table 8.

Observations

- The most frequently heard comments about valued services and characteristics related to the BASS system, and other aspects of the budget process and budget information (15%).

- Many respondents also said they valued working on-line, through the Internet during the past two years (13%). Managers made this comment more frequently than non-managers (23% versus 12%).

- Customers often mentioned how much they valued FASTRACK (12%), particularly non-managers (13%).

- Remarks about OFM manuals and written instructions cropped up quite often (9%). OFM training was discussed (8%), too. Customers also talked about products of the Population and Forecasting Division and Accounting/AFRS training (7%, each item).

Table 8

Most Valued Services and Characteristics of OFM During Past Two Years

	Weighted Total			Non-Managers			Managers		
	1998 (407)	1999 (430)	2000 (407)	1998 (300)	1999 (329)	2000 (305)	1998 (107)	1999 (101)	2000 (102)
Budget process/information/ BASS system	5%	2%	15%	4%	2%	14%	10%	1%	19%
Working on-line, through Internet	1	4	13	1	4	12	1	5	23
FASTTRACK/Specific mention	0	0	12	0	0	13	0	0	6
Manuals, written instructions	2	1	9	2	1	8	4	3	13
Training	4	4	8	4	4	8	0	3	4
Population division	0	0	7	0	0	7	0	0	2
Accounting, AFRS support/training	7	6	7	7	6	7	9	5	5
All other (less than 1% each)	2	2	5	1	2	5	3	3	4
Knowledge/expertise of staff/Leadership	6	1	4	6	1	4	6	2	4
Technical assistance	0	0	4	0	0	4	0	0	8
Change is being noticed	0	5	4	0	4	3	0	11	9
Going to agencies for input	1	4	4	1	3	4	0	9	4
Providing good, credible, unbiased information	3	3	4	3	3	4	1	2	2
Coordination/interface with legislature	0	0	3	0	0	2	0	0	6
Census information/training	0	0	2	0	0	2	0	0	0
Travel system/specific mention	0	0	2	0	0	2	0	0	2
Personal services contracts	0	2	2	0	2	1	1	0	3
Consultation	2	2	2	2	2	2	1	4	3
Development of new systems/technologies	1	4	2	1	4	2	2	2	2
Forecasting methods/formats	7	4	1	7	4	1	2	3	0
Smooth, direct information processing	6	3	1	6	2	1	3	4	1
Policy directives	3	1	1	3	1	1	1	1	3
Don't know/nothing comes to mind	23	22	13	23	23	14	19	20	14

Q23: What one or two things, if any, has OFM done over the past two year that have been of help to you or your organization?

*This table replaces Table 8, "Most Valued Services and Characteristics of OFM," found in the 1998 and 1999 reports.